

Municipal Joint Services Board, Lunenburg Region

Position Job Description: Chief Operating Officer

Date: April 2020

Position Objectives:

As the General Manager of the Municipal Joint Services Board (MJSB), the Chief Operating Officer (COO) leads the administration and operations of the Board. The Key objectives which guide the Chief Operating Officer lead to the following core activities:

- Serve as a resource and provide advice and direction to the Board in all matter including coordinating and developing key policies and procedures to meet the vision of the Board.
- Provide effective leadership to ensure Board Shared Services provide the utmost effective shared services.
- Align business targets and output based on Board long term strategic goals.
- Ensure that each operating division achieves its objectives in terms of cost control and efficiency. This includes ensuring the optimal allocation of resources to maximize productivity.
- Ensure that JSB operations comply with all required legislation and standards as well as ensure that exposure to risks and claims are minimized.

Job Description

The Chief Operating Officer is tasked to oversee, manage, and monitor all aspects of day-to-day MJSB operations and administration. The MJSB operations includes Solid Waste Management, Information Technology, Human Resource, Procurement and Safety Shared Services. The COO is also responsible for the development of the MJSB business plan, risk management, and regulatory compliance as set out in the MJSB agreement. This is a leadership role – the performance of the MJSB depends directly on the focus, efficiency, and effectiveness of the COO.

Duties and Responsibilities:

Board Relations

- Plan, develop and prioritize Board strategic directions; and develop business plans to implement the Board strategic plans.
- Successfully execute various operations activities to meet MJSB goals and targets, focusing on results.
- Assist Board in the development of various business policies for the operations
- When requested, the COO will assist with exploring opportunities for other shared services as identified by the partner municipalities or the Board
- Measure and evaluate operational performance and communicate on a timely basis; project outcomes to the Board and unit partners.

General Management

- Provide effective supervision directly and indirectly to each operating unit to achieve Board targets as set out in the business plan. This includes communicating MJSB long term goals to the functional units, as well as monitoring the performance of each unit and taking corrective action if necessary; as well as identifying opportunities to meet Board expectations and objectives.

- Development and align three-year business plan with Board strategic plan. Continue to explore cost saving opportunities to facilitate full cost recovery and increase long term financial sustainability of the MJSB.
- Provide quarterly Financial and Operation reports to the Board and unit partners. Ensure MJSB long term capital investment and financing resource requirements align with Board vision and objectives. Establish and maintain appropriate evaluation systems for measuring operations outcomes and performance
- Ensure effective communication with all management staff across operational areas. Set out clear roles, responsibilities, and expectations to increase cohesiveness among staff to work toward MJSB objectives.
- Monitor MJSB Policies and guidelines to ensure the Board meets all regulatory standards. Be fully apprised of all regulations and permit requirements of the MJSB operations, and ensure compliance with applicable legislations, by-laws, professional standards, policies and codes of conduct.

Communication

- Liaise with CAOs (or designates) regularly and ensure that Unit Partners are apprised of all operational and financial issues.
- Develop and maintain customer and vendor email listings as a part of the customer / vendor database.
- Plan and ensure effective and innovative communication with customers, vendors, other user groups and Municipalities.

Credentials and Experience

Post-Secondary degree in business, public administration, engineering and/or related discipline, with a minimum of 7 years working in a senior position in a similar organization providing municipal services

Attributes and Skill Sets

- Committed to excellence
- Ability to plan, develop, prioritize, and execute complex business solutions
- Effective verbal and written communication and presentation skills
- Experience in the management of human resources, including problem resolution, performance management, and HR policy
- Ability to undertake complex business analysis incorporating costing models; this includes investment in capital assets with life cycle costing and analysis
- Leadership Qualities and well-developed interpersonal skills
- Experience with complex contract negotiations
- Knowledge of municipal Public Services such as Solid waste management services to residents, commercial enterprises, and institutions
- Understanding of regulatory requirements and restrictions (permits, Health & Safety, etc.)
- Experience reporting to a Board and excellent report writing skills

Additional qualities:

- Understanding of MGA and Municipal by-law and administration requirements
- Exposure to essential public services such as Solid Waste Management
- Excellent understanding of Solid Waste Management and its challenges is essential

Direct Reporting Hierarchy:

- The position of COO reports directly to MJSB Board.
- Direct Supervision of staff:
 - Solid Waste Manager
 - Controller
 - IT Director
 - HRSS

Position Category

- Permanent Full Time

Compensation

Under review