

JOB DESCRIPTION



Job Title	Director of Public Works and Infrastructure Services		
Reports To	Chief Administrative Officer	Job Grade	16
Department	Public Works and Infrastructure Services	Hours per Week	35
Location	Operations Building	Effective	October 22, 2025
EBG Employee:	No	Status	Full Time

Job Summary

The Director of Public Works and Infrastructure Services, under the direction of the Chief Administrative Officer (CAO), will primarily be responsible for leading, directing and overseeing the overall administration of the Public Works and Infrastructure Services Department, including planning and managing comprehensive programs for the Engineering, Environmental Services and Roads divisions. The role provides leadership in developing a strategic, integrated approach to Public Works and Infrastructure Services that addresses the Town's environmental, social, cultural and economic interests, ensuring compliance with all applicable legislation, by-laws and best practices.

Job Requirements

- University degree in Business, Public Administration, Engineering or related field.
- Minimum ten (10) years of progressive experience in a senior position.
- Professional Engineering designation (P.Eng).
- Professional Engineers of Ontario (PEO) Licence.
- Demonstrated collaborative leadership experience in engaging and inspiring a workforce to build and lead a high-performing team.
- Proven track record of partnering with stakeholders to deliver infrastructure programs and services in a growing and complex multi-stakeholder environment.
- Ability to set short and long-term financial and budgetary goals.
- Strong report writing, presentation, facilitation, written, and verbal skills.
- Excellent customer service skills.
- Proven analytical ability and decision-making skills.
- Ability to anticipate deadlines and work towards achieving key deliverables.
- Thorough knowledge and understanding of relevant legislation, standards, statutes, regulations, and by-laws, as well as an understanding of construction, infrastructure planning, asset management and engineering principles.
- High degree of integrity, openness, objectivity, discretion, trustworthiness, ethical conduct, and transparency.

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Job Duties

- Provide strategic, innovative, and operational leadership of the Town's Public Works and Infrastructure Services Department, consisting of Engineering, Environmental Service and Roads.
- Lead all aspects of municipal operations pertaining to the Public Works and Infrastructure Services.
- Establish, prioritize and administer overall Department goals in alignment with the Town's strategic plan and priorities.
- Apply sound business principles and industry best practices to administer and direct the Public Works and Infrastructure Services Department initiatives, services, projects and operations efficiently and to the highest level of service and quality.
- As part of the Senior Leadership Team, set corporate goals and policies within Council's Strategic Plan. Implement strategic policy through program delivery, ensuring the efficient use of Department Staff and financial resources. Provide departmental leadership to support the corporate vision, mission, and strategic priorities.
- Provide strategic people resource planning for the Department, supporting corporate culture and ensuring an engaged workforce and safe workplace, resulting in optimal people performance, work quality and results.
- Provide leadership and supervision of departmental employees, including coaching and mentoring, the delegation of work, training and development.
- Develop, manage, monitor, control, and ensure adherence to the Capital and Operating budgets to support the Town's strategic plan and objectives. Ensure financial transparency and accountability in line with corporate financial policies.
- Respond to media and public enquiries and complaints pertaining to Public Works and Infrastructure Services matters in person, over the phone and at public events or meetings.
- Oversee the procurement process and ensure procurement procedures are followed with the selection and engagement of consultants and contractors.
- Provide professional advice and expertise to the Chief Administrative Officer, Town Council, other Senior Staff, and the general public, including issue resolution, project consultation, and public presentations.
- Liaise with Niagara Region, local area municipalities, other authorities and agencies and other Town departments. Build, develop and manage relationships with internal and external stakeholders.
- Formulate policies to direct short, medium and long-term plans.
- Oversee departmental staffing responsibilities, including recruitment, selection, retention, professional development and performance management.
- Attend Town Committee of the Whole (COTW) and Council meetings and act as a representative at all other meetings related to the Department's responsibilities or as otherwise directed by the CAO.
- Adhere to, support, and promote all Town policies and procedures, regulations, and other related guidelines.
- Optimize and use initiative on an ongoing basis to execute efficient work practices.
- Provide strong leadership, working closely with direct reports and other Town Departments, motivating and directing the team.

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- At all times, work in a safe manner, promoting health and safety and compliance with the Occupational Health & Safety Act.
- Ensure the highest standards of confidentiality and integrity at all times.
- Perform other duties as assigned by the CAO.

Competencies

- Accountability - Takes ownership of personal workload, as well as the workload of employees under their direction.
- Coaching - Engages in regular, structured discussions with employees to encourage and improve individual employee performance and attain organizational objectives.
- Communication - Expresses and transmits information consistently and clearly.
- Conflict Management - Foresees potential conflict and takes preventative steps. Handles conflicts when they arise, assisting in determining solutions.
- Cultural Sensitivity - Promotes an inclusive environment exemplified by understanding all cultural groups.
- Customer Focus - Provides superior service to internal and external customers.
- Decision Making - Makes concrete, well-informed and thought-out decisions that support the overall organization. Has the ability to make quick, effective decisions even when data and details are limited.
- Leadership - Works well with a wide range of individuals to provide support, coaching, encouragement, and direction.
- Managing Performance - Identifies employees' strengths and weaknesses and provides long-term direction and support regarding growth areas.
- Results Orientation - Able to focus on desired outcomes and the means by which they are achieved by meeting and or exceeding standards based on past performance, goals, and objectives, as well as the performance and/or achievements of others.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities, fostering a team environment.

Reviewed and Approved By: Name and Title	Nick Ruller, Chief Administrative Office (CAO)		
Signature:		Date Approved:	October 22, 2025
The above description reflects the general details considered necessary to describe the principal functions and duties required for proper evaluation of the job. It shall not be considered as a detailed description of all the work requirements that may be inherent in the job. Further interpretation of this Job Description is the responsibility of the Council, the CAO and/or the Department Director and, when applicable, in consultation with the "Employee Bargaining Group." The Corporation of the Town of Niagara-on-the-Lake reserves the right to make, modify, revoke, suspend, terminate, or change any part of this Job Description, in whole or in part, at any time.			