

	Municipality of the County of Annapolis JOB DESCRIPTION	Position Title: <b>OPERATIONS COORDINATOR</b>
	Union / Non-Union: <b>NON-UNION</b>	Classification Type: <b>FULL-TIME</b>
	Salary Classification: <b>RANGE 4</b>	Approval Date: <b>JUNE 24, 2025</b>

### **General Job Responsibility**

Operations Coordinator shall be responsible for coordinating the Municipal Operations Department's occupational health and safety program, triages public complaints, coordinates the issuance of work orders, coordinates the planning of new water and sewer installations, assists with planning for the maintenance of buildings, facilitates the processing of applications for special event use of municipal properties, coordinates access to and use of municipal properties, provides input into annual capital and operating budgets, acts as the clearinghouse for all Department of Municipal Operations invoices, assists with organizing and planning meetings with Bridgetown Chamber of Commerce, maintains a list of all Municipal Operations assets for insurance purposes, and prepares reports and documents for Director of Municipal Operations. This job description is a general outline of duties and responsibilities and is not meant to limit the employee's initiative to expand or increase their work output subject to approval by their supervisor.

### **Accountability**

This position reports directly to the Director of Municipal Operations.

### **Specific Job Responsibilities**

1. Coordinates the occupational health and safety program for the Department of Public Works employees, planning and scheduling training, ensuring that employee certifications and licenses are kept up-to-date and notifying employees prior to expiration to provide time to obtain renewals, maintains minutes of meetings and prepares implementation charts to show accountability and when compliance has been achieved, tracks mandatory educational credits for required employees, and maintains central depository of training and safety files for all public works employees.
2. Receives and triages public complaints regarding Department of Public Works operations as well as complaints regarding compost bin repairs and replacements, including documenting complaints, forwarding to appropriate employee in a timely manner, posting notices on the Municipal website, social media platforms, newspapers, radio, et cetera when required as well as completing updates and changes, and follows up with complainant, delegated staff member to ensure completion of correction, and notifies Council and Director of Municipal Operations for matter of significance or high public profile.
3. Creates and coordinates the issuance of work orders, forwards items related to water, sewer, streets, sidewalks, buildings, and municipal parks to Lead Hands including Engineering Technician, following up in due course to determine completion and

documenting the full process and final status.

4. Coordinates the planning and installation of requests for new water and sewer connections, working with Accounts Receivable Clerk for setup of accounts and billing, as well as coordination with Manager of Planning for permits related to subdivisions.
5. Assists all Public Works employees with incidental matters related to day-to-day operations as requested.
6. Supports the Director of Municipal Operations with the organization, planning and oversight of maintenance to assigned buildings and projects including the municipal administration building, responding to, and facilitating the completion of work or repairs for building tenants.
7. Assists the Director of Municipal Operations with planning for and managing regular maintenance projects such as street line and crosswalk painting, creation of maps and charts of infrastructure and other assets in conjunction with GIS Technician, to ensure tenders and other documents can be prepared timely and accurately for future use.
8. In conjunction with Manager of Recreation and Traffic Authority, facilitate the processing of applications from the public and businesses for special event permits for road closures, use of municipal parks and other properties, and other appropriate permits, subject to approval of the Traffic Authority.
9. Coordinates the use and access for groups and organizations of municipal properties, ensuring that each property is clean, safe and free of waste, solid waste receptacles are readily available, barricades and other equipment is on-site, parking areas are accessible, and all buildings and structures that are being used are clearly identified and open for use, as well as providing for the clean-up and carrying out any necessary repairs at the completion of the use.
10. Provides input into the annual Municipal Operations budget recommending items and spending that they are aware of that will be needed in the upcoming budget year for issues covered within their area of the Department's operations, both capital and operating.
11. Acts as the clearinghouse for all Department of Municipal Operations invoices, confirms that goods and services have been received by staff or rendered by contractors, that the vendor is legitimate and invoices costs and calculations are correct, codes each invoice to its proper operating, water, or capital account, and forwards to Director of Municipal Operations for approval.
12. Supports the work of the Director of Municipal Operations with planning, organizing, and attending quarterly meetings with Bridgetown Chamber of Commerce, or its Development sub-Committee, regarding ongoing or new projects where it is

advantageous for the two groups to partner for positive community benefits.

13. Maintains a listing of all equipment and capital assets of the Municipal Operations Department, updating it annually with additions, deletions, or changes, and forwards this information to Finance Coordinator for inclusion within the Municipality's insurance policy.
14. Prepares reports and documents for the Director of Municipal Operations, Engineering Technician, or other staff member when authorized by the Director of Municipal Operations.
15. Other duties and responsibilities as may be assigned from time to time by the Director of Municipal Operations.

### **Qualifications and Expectations**

Candidates for this position must possess as a minimum, a degree or diploma in business administration, engineering technology, or a similar educational program, or a combination of these educational requirements and lived experiences that meet these minimum requirements.

Additionally, the candidate must have a minimum of five (5) years experience working in an engineering or public work environment, with preference given to those whose experience is directly or indirectly working with a government organization, or a combination of formal experience and lived experiences.

Due to the nature of this position, the employee must have exceptional reading and writing skills, have a positive past working relationship with various union and non-union employee groups, be fluent with Microsoft Office, and comfortable working in a fast-paced work environment, often with short timelines and high political and public attention. This position will occasionally require work outside of normal office hours including evenings and weekends.