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Job title: **Operations Manager, Major Projects**

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**SUMMARY:**

Reporting to the President and serving as an integral member of the management team, the Operations Manager, Major Projects, will develop and implement operational strategies in alignment with the organization's strategic goals.

He/she will plan, organize, direct, and control the activities of the Construction Operations function of Major Projects. He/she will also be responsible for the operational performance of the Major Projects' group to the standards and processes of the organization's Functional Groups.

In addition to the strategic components, the Operations Manager, Major Projects is responsible for implementing and ensuring consistency and adherence to standardized operating policies and procedures.

This position has a primary profit/loss responsibility. Successful performance will be measured through several key performance indicators which involve financial data, efficiency and effectiveness of internal processes systems, staff learning and growth as well as customer feedback.

**RESPONSIBILITIES:**

**I. Team Development/Leadership**

- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Identify training needs, initiate development of subordinates, and recommends effective personnel action.
- Continuously promote team development, ensuring staff members receive timely and appropriate training and development.
- Assist in selecting, training, and organizing staff to execute the work in accordance with the operational requirements and strategic plan.
- Supervise the performance of direct reports including but not limited to comprehensive job reports, schedule, and weekly meetings to track progress.
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities and conduct annual performance appraisals.
- Develop constructive and harmonious labour relations with union representatives and unionized employees.
- Ensure compliance with Accounting and Project Controls requests which may involve quality reporting, schedule, accounts payable, sub-contract management, training requests, etc.
- Keeps employees informed as to company/department plans and progresses via regular communication and meetings.
- Provide support to any number of projects from an operational, financial and resource standpoint.



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## **II. Safety**

- Promote a culture of continuous improvement with safety.
- Insisting on safe performance by ensuring employees are properly trained and competent to work safely.
- Set safety objectives, monitor safety performance and initiate action as appropriate.
- Oversee safety requirements and promote a culture of safety ensuring client visibility and shutdown planning.
- Ensure all Project Managers and Supervisors are trained and follow the culture of working safely.
- Ensure all requirements are being met when reporting incidents and completing incident/accident investigations.
- Review Health & Safety Manual with the Health & Safety Manager and provide input into safety programs.

## **III. Sales/Estimating**

- Meets as required with the Sales and Marketing team and recognizes Major Projects opportunities.
- Determine to bid or not to bid opportunities, prior to estimates.
- Works with the Estimating department to ensure estimating is on track.
- Attend bid review meetings and is responsible for final approval of estimates for Major Projects.
- During the estimating phase, responsible for risk identification and organizational chart.
- Working with Sales and Estimating to monitor pending work.
- Collaborates with the Accounting department for cost reporting, budgeting and forecasting.
- Sources new work opportunities and clients.

## **IV. SBU Profitability/Planning/Reporting**

- Prepare strategic business plan and budgets for Major Projects.
- Maintain continuous lines of communication, keeping the President informed of all critical issues.
- Manage project issues and risks to mitigate claims and impacts to cost and schedule.
- Advise the President and other key members of senior management on financial planning, budgeting, cash flow, resource, policy matters, and resolving high-level operational issues.
- Identify opportunities for improvement and make constructive suggestions for change.
- Review and provide recommendations on potential Change Orders on projects and process per contractual requirements, providing detailed analysis of impacts to budget and schedule.
- Regularly review project schedules, analyze and monitor construction progress to determine impacts to schedule and provide feedback to President and senior staff as required.
- Review and approve cost control reports, cost estimates, and manpower and facilities requirements forecasts.
- Coordinate and collaborate with functional groups to establish and carry out responsibilities successfully.
- Assist in the establishment, and ensure compliance, Major Projects' short-term and long-term goals with overall corporate objectives.
- Perform additional assignments as required by the needs of the operational unit, company, or as directed by the President.



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### **ACCOUNTABILITIES:**

- Ownership of the success/failure of operations of Major Projects group.
- Ownership of manpower coordination and asset allocation.
- Achieving safety objectives.
- Achieving sales objectives.
- Responsible for staying within established budgets.
- Building and maintaining effective and efficient team within the Major Projects group.
- Responsible for Major Projects group's assets including but not limited to vehicles, tools and IT equipment.
- Accountable for project planning, mobilization, execution and closeout.
- Adherence and compliance with local, provincial, and federal laws, statutes and regulations and clients' policies.

### **JOB SPECIFICATIONS:**

#### **Personal Characteristics**

- Passion for TESC's mission and values.
- Strong analytical, numerical, and reasoning abilities.
- Participative management type, advocates team concept.
- Ability to get along with diverse personalities. Tactful, mature.
- Ability to establish credibility and be decisive, but able to recognize and support the organization's preferences and priorities.
- Results oriented with the ability to balance other business considerations.
- Ability to operate as an effective tactical as well as strategic thinker.
- Entrepreneurial team player with multitasking capabilities.

#### **Skills**

- University Degree or College Diploma in construction-related program.
- University Degree or College Diploma in business-related program an asset.
- 20 years of experience in related construction field.
- 15 years of experience in management.
- Advanced knowledge of the construction industry required.
- Experience working in a multi-trade environment an asset.
- Must have a minimum of 5 years of experience in a unionized trade environment.
- Financial acumen/ability to comprehend budget structures.
- Superior management skills; ability to influence and engage direct and indirect reports and peers.
- Versed in all aspects of the construction management process; pre-construction, construction and project closeouts.
- Demonstrate ability to multi-task and operate in an interruptive driven environment.



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- Ability to prioritize between competing issues, project needs, business needs, organizational issues, client relations and make judgments at a level consistent as a member of executive management.
  - Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills.
  - Strong mentoring, coaching experience to a team with diverse levels of expertise.
  - Self-reliant, good problem-solver, results-oriented.
  - Excellent time management.
  - Strong computer skills, including Microsoft Excel, Project, Word, Outlook.
  - Must be willing to travel and work weekends to accommodate project schedules and/or client needs.
  - Must possess a valid Driver's License and clean driving record.