

DIRECTOR OF ENGINEERING SERVICES

Approval Date:	July 2026	Division:	Engineering
☐ IAFF	☐ CUPE	☒ Management	
Title of Immediate Supervisor:	City Manager		

General Accountability:**Purpose and Scope**

As a member of the Senior Leadership Team and reporting to the City Manager, the Director of Engineering is responsible for providing strategic leadership, direction, and oversight for the City's Internal Engineering Division. This includes capital planning, municipal infrastructure design and delivery, asset management, and transportation engineering.

The Director leads the development and implementation of engineering strategies and programs to support Council priorities and the City's long-term strategic plans. The position plays a critical role in ensuring sustainable infrastructure development, regulatory compliance, and service excellence while contributing to a collaborative and high-performing organizational culture.

The Director builds strong relationships within the organization, with Council, local First Nations, external agencies, and the community. The role emphasizes progressive leadership, innovation, and cross-departmental collaboration. The Director may delegate responsibilities but retains full accountability for divisional performance and outcomes.

Nature and Scope of Work**Strategic Leadership**

- Provides visionary leadership and strategic direction for internal engineering services, including capital planning, municipal infrastructure design and delivery, asset management, and transportation engineering.
- Leads long-term infrastructure planning aligned with population growth and in collaboration with the Development Services Division and the Community Planning and Livability Division.
- Directs the development and implementation of engineering-related master plans and models (e.g., transportation master plan, asset management plans, sewer and water models).
- Responsible for managing employees who report directly through this position, including hiring, promotions, approval of training programs, verbal and/or written performance assessments, coaching, conflict resolution, discipline, and termination.
- Provides mentoring and general direction to reporting managers, with an emphasis on the planning, development and implementation of programs and services.
- Engages in ongoing short and long-range strategic planning in collaboration with reporting department managers to establish operational goals, complete with appropriate resource and service levels for each department.
- Supports reporting managers in the resolution of employee performance issues.
- Advises the City Manager and Council on engineering, infrastructure, and asset management matters.
- Champions the corporate safety program for responsible departments and functions.

Engineering Operations

- Oversees the design, delivery, and lifecycle management of municipal infrastructure projects.
- Ensures compliance with applicable legislation, bylaws, standards, and engineering best practices.

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- Ensures the integration of asset management strategies into capital planning and operational decision-making.
 - Collaborates with the Director of Development Services to ensure alignment of City capital projects with development driven infrastructure projects and to help resolve complex engineering challenges related to development approvals.
 - Leads the preparation, monitoring, and control of divisional budgets, including capital and operating budgets.
 - Approves expenditures within delegated authority in accordance with City policies.
 - Oversees and recommends policy and service development in the areas of responsibility.
 - Reviews work of responsible areas for attainment of objectives and co-ordination/alignment with the work of other functions and/or departments within the organization.
 - Develops and/or oversees implementation of corporate organizational development strategies, following the principles of change management and utilizing strategic communications.
 - Ensures that the City's values and the critical importance of effective and efficient working relationships are reflected in departmental processes, practices, leadership style, and culture.
 - Represents the City and participates in various external committees to exchange information and provide the City's perspective as it relates to those committees and agencies.
 - Ensures customer service focus is maintained by implementing continuous improvement processes for business development, setting standards for customer service, resolving conflicts and responding to feedback from customers.
 - Oversees departmental operations to promote a positive labour relations environment while ensuring effective and expeditious responses to labour relations matters.
 - Develops and fosters approaches to improve the organizational culture and climate to build employee engagement, satisfaction, growth, and retention.

Strategic Projects & Initiatives

- As a member of the Senior Leadership Team, liaises closely with all other members, working collaboratively to address corporate initiatives and challenges, providing strategic and timely advice, counsel and guidance on critical issues that have organizational and/or community impacts.
- Researches, conducts analyses, and develops plans and policies for projects and issues of a particularly complex or politically sensitive nature that may have City-wide implications.
- Ensures Council is kept up-to-date and informed on a variety of issues by providing reports and updates on projects and activities of responsible areas and attends regularly scheduled meetings of Council.
- Provides expert advice, recommendations and follow-up to Council and management on policy, legal, and complex issues as they pertain to all areas of responsibility.
- Develops, builds, and manages strategic external relationships and represents the organization with a consistent strong, positive image.
- Keeps major operational and capital projects on task and on budget by acting as Project Sponsor, by giving guidance and direction to the Project Manager, and by setting and monitoring budgets.
- Keeps abreast of trends and developments in municipal operations and recommends new and innovative approaches to enhance the performance of the City.
- Keeps current on Council strategic plan while developing strategies and managing resources to ensure priorities are initiated and implemented.
- All staff employed by the City of Campbell River will be required to assist the City during emergency events, including but not limited to an Emergency Operations Centre. Duties assigned during an emergency may differ from regular duties.

These key duties are general descriptions of the principle functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Necessary Qualifications

Technical knowledge and skills:

- Thorough knowledge and understanding of municipal engineering, infrastructure planning and asset management best practices and principles.

- Expertise in capital project management, including procurement, contract administration, and risk management.
- Thorough knowledge of the Community Charter and Local Government Act and related local government operations and governance, including city bylaws, policies, and procedures.
- An understanding of the current legal environment in which the municipality operates including applicable federal, provincial, and local legislation, regulations, standards and guidelines.
- Thorough understanding of the financial operating process of a municipal government, including budget formulation, and related legislation.
- Knowledge of human resources and labour relations practices and related legislation.
- A well-defined sense of objectivity, tact, and diplomacy as well as political astuteness.
- Strong technical skills related to interpretation of complex bylaws, resolutions, agreements, and contracts.
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- In-depth knowledge and understanding of departmental and corporate long-range plans.
- An understanding of inter-government relationships.
- Fluency with all aspects of Microsoft Office Suite and departmental specific software.

Key Competencies:

- Collaboration and Negotiation
 - Works with others to foster mutual understanding of complex initiatives and sensitive situations, ensuring ideas, proposals and solutions from all participants are considered. Explains and advocates facts and ideas in a convincing manner while communicating and negotiating with individuals and groups. Works collaboratively to resolve conflicts as well as reach solutions that best meet organizational needs and goals.
- Communication
 - Expresses information, thoughts, and ideas clearly in different contexts, including technical reports and oral presentations to individuals and groups. Builds a culture that supports open and timely communication. Coaches others in giving and receiving feedback.
- Decision Making and Problem Solving
 - Analyzes situations, diagnoses problems, identifies key issues, and establishes and evaluates alternative courses of action in order to make concrete, well-informed, sound decisions that support the overall organization and demonstrate integrity. Exercises sound judgement in assessing and applying the impacts of decisions involving policy and procedures, guidelines, and legislation in various contexts.
- Leadership
 - Establishes credibility, influences others, encouraging, motivating, inspiring, and supporting others to deliver. Has the ability to understand how individuals, at all levels, operate and how best to use that understanding to achieve objectives. Actively seeks visionary, positive change for the organization by capitalizing on opportunities. Leads by example in maintaining a respectful, safe, and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity, and fairness.
- Networking and Relationship Building
 - Interacts with others in ways that advances the work of the organization by developing respect, mutual understanding, and productive working relationships with business partners.
- Planning and Organizing
 - Organizes own time effectively, delegates appropriately, prepares in advance and sets realistic timeframes. Makes sure resources are used efficiently and effectively and monitors progress toward operational or strategic objectives. Able to prioritize a workload that may have competing interests and adapt readily to rapidly changing demands and circumstances.
- Results and Quality Focus
 - Achieves desired results by focusing on key priorities and allocating appropriate resources. Regularly uses results to assess progress towards objectives and modifies strategies as required. Delivers critical attention to detail.

- Professionalism
 - Models appropriate professional management conduct, consistently responding to varying situations in a professional manner. Demonstrates commitment to transparency and integrity in achieving results.
- Strategic Focus
 - Uses strategic and business plans in support of effective, timely decision making. Champions cross-departmental and corporate initiatives across departments.
- Teamwork
 - Fosters effective working relationships by working willingly and cooperatively within diverse groups of people in order to achieve divisional and organizational goals. Participates actively in group activities, encouraging departments to work cooperatively, and takes personal accountability to foster teamwork across areas of responsibility and the entire organization.

Education/Training/Certification:

- University degree in Civil Engineering or related discipline.
- Registration as a Professional Engineer (P.Eng.) with Engineers & Geoscientists British Columbia (EGBC).
- Project Management Professional (PMP) Certification is considered an asset.
- Local government administrative training.
- Must possess and maintain a valid Class 5 BC driver's license as per City policy.

Experience:

- Minimum of eight (8) years progressive leadership experience in municipal engineering or a related public sector environment.
- Minimum of five (5) years experience in a senior leadership role overseeing engineering or infrastructure functions.
- Demonstrated success in delivering capital programs, managing multi-disciplinary teams, and driving organizational outcomes.