

FACILITIES & SOLID WASTE SERVICES MANAGER

Approval Date:	August 2026	Department:	Operations
☐ IAFF	☐ CUPE	☒ Management	
Title of Management Supervisor:	Operations Manager		

General Accountability**Purpose and Scope**

Reporting to the Operations Manager, the Facilities & Solid Waste Services Manager is responsible for the effective management, operation, maintenance, security, and long-term planning of the City's facilities and solid waste services. The manager oversees the City's facilities portfolio, including all City-owned and leased buildings, operational sites, storage areas, and facilities occupied by external organizations, businesses, and individuals.

The Manager leads the City's Solid Waste Services/Program, including the planning, administration, contract management, monitoring, and continuous improvement of residential and commercial waste, recycling, organics, and related waste management services. In addition, the Manager is responsible for the City's centralized Stores and inventory function, ensuring the effective management and availability of materials, supplies, fuel, and related resources required to support City operations.

Nature and Scope of Work**Leadership**

- Lead, supervise, plan, coordinate, and direct the activities of assigned staff; establish priorities, goals, objectives, and performance expectations while ensuring safety, quality, productivity, and service standards are achieved.
- Oversee departmental hiring, onboarding, probationary periods, performance management, professional development, and corrective action where appropriate.
- Provide coaching, mentorship, direction, and support to employees, fostering accountability, engagement, professional growth, and continuous improvement.
- Identify current and future workforce, training, certification, and implement strategies to address organizational and operational needs.
- Promote and maintain a respectful, and psychologically and physically safe workplace culture.
- Work effectively within a unionized environment and apply collective agreement provisions, City policies, and labour relations practices in the management of staff.

Facilities Operations and Asset Management

- Provide leadership and oversight for the ongoing operation, maintenance, repair, security, and effective use of all City-owned and leased facilities, buildings, operational sites, and storage areas.
- Work collaboratively with other City departments, senior management, contractors, consultants, tenants, regulatory agencies, service providers, and the community to establish priorities, develop operational and capital plans, coordinate projects and initiatives, and resolve issues.
- Ensure that assigned services and resources are managed in accordance with legislation, collective agreements, City bylaws, policies, standards, approved budgets, and corporate priorities.
- Develop, implement, and maintain comprehensive preventative maintenance, inspection, repair, and lifecycle management programs for facilities, building systems, equipment, and related infrastructure.
- Establish facility maintenance and renewal priorities based on operational requirements, asset condition, risk, service needs, lifecycle considerations, and available resources.

- Develop, implement, and maintain policies, standards, procedures, and service practices for facility operations and maintenance.
- Oversee the operation, inspection, maintenance, and reliability of facility life-safety, security, and access systems, including fire and intruder alarm systems, access control, locks, video surveillance, emergency power systems, and related infrastructure.
- Lead and coordinate facility-related service contracts, including janitorial, maintenance, inspection, security, and other contracted services.
- Monitor contractor performance, service standards, costs, compliance, and contractual obligations and take appropriate action to address deficiencies.
- Direct and coordinate the work of contractors, consultants, engineers, trades, and other technical resources involved in facility maintenance, repair, renovation, refurbishment, and construction projects.
- Manage facility-related capital and operating projects, including project planning, development of specifications, procurement and tendering, contract award, contract administration, budget control, project scheduling, quality assurance, and contractor oversight.
- Develop, prepare, and administer operating and capital budgets for facilities in consultation with the Operations Manager and in accordance with corporate financial policies and processes.
- Develop and implement short- and long-range space plans and forecasts, including space utilization and capacity analysis, alternative workspace and accommodation solutions, and recommendations for the effective allocation and use of facility space, furniture, and related resources in accordance with corporate requirements.
- Ensure prompt, thorough, and appropriate investigation and response to facility-related service requests, complaints, incidents, and emergencies.
- Respond to or coordinate after-hours facility emergencies and ensure appropriate escalation and communication.
- Promote and incorporate energy efficiency, sustainability, environmental stewardship, and green building practices where appropriate and consistent with City priorities.

Solid Waste Services and Program Management

- Provide leadership and oversight for the City's Solid Waste Services/Program, including residential and commercial waste, recycling, organics, and related waste management services.
- The Manager ensures contracted services meet established service standards and contractual requirements, identifies opportunities to improve service delivery and waste diversion, and keeps the City apprised of emerging practices, regulatory requirements, industry developments, and opportunities for innovation and cost management.
- Lead the planning, development, implementation, and continuous improvement of solid waste service delivery models and programs in alignment with City priorities and applicable regulatory requirements.
- Manage, administer, monitor, and evaluate the City's solid waste and recycling service contracts, including service standards, contractor performance, contract compliance, costs, reporting, and customer service requirements.
- Lead contract negotiations, renewals, amendments, and other procurement and contract administration activities associated with solid waste services.
- Inspect, investigate, and respond to service deficiencies, complaints, operational issues, and contract performance concerns and take appropriate corrective action.
- Work collaboratively with Operations, Bylaw Enforcement, Communications, Finance, and other City departments to coordinate solid waste services, address operational issues, and support public information and education initiatives.
- Develop and implement strategies and initiatives that encourage waste reduction, recycling, organics diversion, and responsible waste management practices.
- Monitor industry trends, emerging technologies, regulatory changes, best practices, and evolving approaches to waste management, recycling, organics, and waste diversion and advise senior management on their potential application to City services.
- Identify and recommend opportunities to improve service delivery, operational efficiency, environmental performance, and cost effectiveness through innovative approaches and best practices.
- Monitor contracted service costs, identify financial risks and opportunities, and recommend strategies for effective cost management.

- Establish and maintain effective working relationships with contractors, service providers, internal departments, regulatory agencies, community organizations, and the public.
- Prepare reports, recommendations, and presentations regarding solid waste services, contracts, program performance, service changes, and emerging issues.

Stores and Inventory Operations

- Manage and oversee the administration and operation of the City's centralized Stores and inventory function.
- Ensure the timely and efficient supply of materials, goods, fuel, equipment, and related resources to support City departments and operational requirements.
- Establish and maintain appropriate inventory management, purchasing, receiving, storage, distribution, tracking, and control processes.
- Monitor inventory levels, usage, costs, and operational requirements and identify opportunities to improve efficiency and cost effectiveness.
- Ensure appropriate controls are in place for inventory, fuel, materials, and other City resources.
- Coordinate with Procurement, Finance, and operating departments to support effective supply chain and inventory management practices.

Corporate and Community Relations

- Establish and maintain effective, professional, and cooperative working relationships with City departments, employees, building tenants, contractors, consultants, suppliers, utility providers, regulatory agencies, other levels of government, community organizations, and the public.
- Prepare reports, recommendations, business cases, correspondence, policies, and presentations for senior management and City Council.
- Represent the City at committees, commissions, working groups, industry meetings, and other external forums as required.
- Participate as a member of corporate and interdepartmental project teams and contribute operational and technical expertise to initiatives led by other departments.
- Support corporate strategic initiatives and ensure assigned programs and services are aligned with Council priorities and organizational objectives.

General

- Participate in emergency response activities as required. All City employees may be required to assist during emergency events, including deployment to an Emergency Operations Centre, and assigned emergency duties may differ from regular responsibilities.
- Ensure employees and contractors understand and comply with applicable occupational health and safety requirements, safe work practices, policies, procedures, and regulatory requirements.
- May be required to provide operational management coverage for other Operations Managers during periods of absence.
- Perform other related duties consistent with the scope and level of the position.

Necessary Qualifications

Technical Knowledge and Skills

- Thorough knowledge of principles, practices, standards, and emerging trends related to facilities management, building operations, maintenance, asset management, and lifecycle planning.
- Working knowledge of building systems, mechanical systems, electrical systems, life-safety systems, security systems, and building maintenance practices.
- Working knowledge of building engineering, construction, renovation, refurbishment, and project management practices.
- Working knowledge of municipal solid waste management, recycling, organics, waste diversion, collection and disposal systems, and related service delivery models.

- Working knowledge of solid waste contract administration, performance management, service standards, and procurement practices.
- Knowledge of waste reduction, recycling, composting, diversion strategies, and emerging approaches to municipal waste management.
- Working knowledge of asset management principles, condition assessment, lifecycle planning, infrastructure planning, and capital renewal processes.
- Working knowledge of project management, contract administration, procurement, tendering, and contractor management.
- Working knowledge of WorkSafeBC requirements, including contractor coordination and occupational health and safety responsibilities.
- Working knowledge of financial management, budget development, forecasting, cost control, and financial reporting practices.
- Knowledge of applicable BC Building, Fire, Plumbing, and other relevant codes and standards.
- Knowledge of energy efficiency, sustainability, environmental management, and green building practices.
- Knowledge of applicable federal and provincial legislation, regulations, codes, standards, guidelines, and requirements relevant to facilities and solid waste operations.
- Knowledge of local government operations, governance, bylaws, policies, procedures, and administrative practices.
- Knowledge and understanding of collective agreements and labour relations principles in a unionized environment.
- Proficient in Microsoft Office and other computer applications relevant to facilities, asset, contract, inventory, and operational management.
- Ability to interpret technical information, contracts, legislation, financial information, and operational data and translate it into practical recommendations and decisions.

Education, Training and Certification

- Minimum two (2) year post-secondary diploma from a recognized educational institution in facilities management, building technology, engineering technology, operations management, construction/project management, environmental studies, waste management, or a related discipline; or an equivalent combination of education, training, and experience.
- Supervisory/leadership training.
- Project Management Professional (PMP) or equivalent project management certification.
- LEED certification or other recognized sustainability designation is considered an asset.
- Membership or eligibility for membership with an applicable professional or industry association is considered an asset.
- Valid BC Class 5 driver's licence and ability to maintain a satisfactory driver's abstract in accordance with City policy.

Experience

- Minimum five (5) years of recent, progressively responsible experience in facilities management, building operations, asset management, municipal operations, or a comparable operational environment.
- Minimum three (3) years' experience in municipal solid waste management, recycling, organics, waste diversion, or management of contracted waste services.
- Minimum three (3) years of recent, progressively responsible supervisory or management experience, preferably in a unionized environment.

Preferred Qualifications

- Facilities Management Administrator (FMA), Real Property Administrator (RPA), Certified Facility Manager (CFM), or related facilities designation.
- Recognized certification or designation in solid waste management, environmental management, sustainability, or a related discipline.
- LEED accreditation or other recognized green building/sustainability designation.
- Local government administration or municipal management training.
- Experience managing municipal solid waste and recycling contracts and programs.