



## **British Columbia Operations**

### **Title & Role Description**

#### **Assistant District Manager-Vancouver**

The Assistant District Manager is solely dedicated and focused on the City of Surrey contract. The role is responsible for leading the operations team that will ensure we are fully compliant with our contractual obligations with the City and that we are developing & fostering excellent working relationships at the municipal level. This new, critical and high profile role requires someone with a well rounded general management background who will report directly to the District Manager of our Vancouver operation and will be a key member of the District senior management team.

#### **Responsibilities:**

- Will join the contract implementation team that is currently establishing an implementation schedule and an action plan that will result in a successful go live date of October 1, 2012
- Will build, develop and lead the operations team that will consist of 2 Route Managers, 1 Dispatcher, 1 Customer Service Rep, and 45 drivers that will service 37-40 routes daily
- Manage contract compliance issues to ensure BFI is compliant to the terms and conditions of the franchise agreement
- Work closely with City staff and elected officials to represent the BFI/Progressive brand and service through daily interactions, special events, council meetings, etc.
- Work with City staff on day to day operational issues and increasing diversion goals and levels with-in the City
- Manage the business to our budgeted proforma costs/revenues and EBITDA targets, all environmental health and safety issues.
- Manage all customer service related issues
- Manage all daily operational issues and concerns

### **Qualifications**

#### ***Years of Experience***

- 8-10 years of relevant work experience
  - High School diploma or equivalent required
  - Bachelor's degree would be considered an asset
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### ***Communication and Analytical Skills***

- Ability to effectively communicate with executive management and various levels of municipal government
- Exceptional verbal and written communication skills
- Superior problem solving ability, ability to analyze qualitative data
- Exceptional analytical, statistical, quantitative, and deduction skills

### ***Team/Independent Worker***

- Ability to act independently with minimal supervision
- Ability to build relationships and work well across functions
- Experience in a collaborative team environment, delegating workload and responsibilities
- Ability to work independently and with a team

### ***Time & Project Management***

- Ability to lead and manage large-scale projects
- Must be able to manage multiple assignments simultaneously and have strong organizational skills
- Ability to prioritize and oversee multiple projects in a fast-paced environment
- Demonstrates proficiency in project management methodology
- Effective time management skills and ability to meet deadlines

### ***Business Acumen and Skills***

- Excellent relationship management skills with the ability to recognize workload imbalances as they occur and take necessary steps to resolve as required
- Understanding of business processes and basic corporate finance, management and accounting principles
- Demonstrates a strong customer orientation
- Demonstrates cross-functional expertise and the ability to thrive in a highly complex environment
- Ability to meet personal and team, monthly, quarterly, and annual financial goals
- Ability to successfully negotiate and close a deal
- Demonstrates strategic thinking with an entrepreneurial spirit

### ***Leadership Skills***

- Demonstrates superior judgment and leadership capabilities, including people development/coaching, objective setting, and measurement skills
- Demonstrates competence in key areas of management and leadership expertise including: relationship management, communication, staff direction and motivation, financial planning and control, quality management, risk management, and the achievement of targets

### ***Behavioral Traits***

- Demonstrates the capacity to manage changing priorities and ambiguity while remaining calm and controlled
- Maintains direction and focus through proactive planning and organized approaches to work
- Demonstrated poise and grace under pressure
- Communicates a "can do" attitude and positive outlook, minimizing negative behaviors
- Demonstrates initiative and resourcefulness

### ***General Skills***

- Superior interpersonal skills
- Excellent presentation skills and an ability to engage audiences
- Proficiency with Microsoft Office (Word, Excel, Powerpoint)

If you are interested in this position please forward your resume and covering letter to **Craig Richardson, Director Human Resources** at [craig.richardson@bficanada.com](mailto:craig.richardson@bficanada.com) by Jan 27, 2012