



## **Title & Role Description**

### **Director, Maintenance Services**

The Director, Maintenance Services is responsible for all aspects of our fleet maintenance management and programs for Canada. This critical role reports directly to the Chief Operating Officer and is a key member of the Canadian Management team. This position is responsible for setting the overall direction and strategy of the BFI fleet while overseeing our fleet in areas including Life Cycle Management, Standards and Specifications, Acquisition, Maintenance and Repair, Fleet Management Systems and other areas as directed. Provides strategic guidance to various business operations and ensures operational alignment across the entire organization.

### **Responsibilities:**

- Leading projects and the development of procedures and processes which produce efficiencies in the maintenance services area. Areas of focus are budgeting, procurement, contracting, fleet and maintenance facilities management and ensuring best practices in the areas of shop operations and resource utilization
- Develops and implements corporate policies, procedures and standards that support our business plans and strategy. Analyzes reports and information to guide fleet maintenance operations to increase efficiency
- Develops programs affecting parts and vehicle acquisition, vehicle utilization, and vehicle replacement/retention periods
- Coordinates fleet management issues with the Districts and third party vendors
- Assists District Management in utilizing cost reporting metrics to build improvement tactics and improve efficiency in maintenance spend
- Management of key national supplier accounts and relationships
- Coordinates annual budgeting and capital allocation to meet determined replacement cycles.
- Oversight of the tracking, management, and execution of any warranty claims related to the fleet
- Lead national annual maintenance audit process
- Completes the implementation of "Maintain It" software throughout Canadian Districts

## **Qualifications**

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

- 10-15 years of relevant work experience
- High School diploma or equivalent required
- Post Secondary education would be considered an asset

### ***Communication Skills***

- Ability to effectively communicate with up and down the organization
- Exceptional verbal, written and communication skills

### ***Analytical 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 all functional areas
- Experience in a collaborative team environment, delegating workload and responsibilities

### ***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***

- 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 competence in key areas of management and leadership expertise including: relationship management, communication, financial planning and control, quality management, risk management, and the achievement of targets

### ***Behavioural Traits***

- Demonstrates a strong attention to detail
- 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
- Willingness to travel

### ***Additional Skills***

- Ability to ensure ethical behavior in all dealings with suppliers
- Global sourcing experience
- Background in purchasing, manufacturing, materials management, and/or systems
- Strong process improvement skills (ability to develop and implement processes)
- Technical proficiency with appropriate procurement systems and analytic tools (MS Office tools, Maintain It, etc.)
- Strategic sourcing and supply chain leadership experience
- Experience related to vendor management, strategic sourcing, contracts, and procurement

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 20, 2012