



Job Ad

Organization:	Ministry of Government Services
Division:	Thunder Bay Production and Verification Services
Position Title:	OPERATIONS MANAGER-AMENDED
Job Term:	1 Permanent
Location:	189 Red River Road 3rd Floor, Thunder Bay, P7B6N6, North Region
Compensation Group:	Management Compensation Plan
Salary:	\$70,906.00 - \$91,516.00 per annum
Posting Status:	Open Targeted
Job Code:	AGA20 - General Administration AM-20
Schedule:	6
Category:	Management and General
Job ID:	37404

Do you consider yourself a great leader? If so, bring your innovative leadership skills to the Thunder Bay Production and Verification Services Branch where you will lead service delivery and optimize staff performance.

In this challenging role, you will:

- provide leadership by managing and optimizing staff performance, effective team building, maximize employee engagement and empowerment
- provide strategic advise and direction
- review\evaluate business practices, risk, customer services levels and quality standards
- develop and execute a variety of strategies, tactical plans and control mechanisms

What we are looking for:

Management and leadership knowledge and skills:

- proven strategic leadership experience
- ability to manage/direct staff and strengthen employee performance while driving operational excellence in a diverse and complex environment
- knowledge of human resources and labour relations management and practices to effectively lead, train, evaluate and develop staff
- ability to apply principles, directives, collective agreements and guidelines relating to human resources
- understanding of risk/change management strategies, issues analysis and political acuity

Communication, organizational and analytical skills:

- strong communication, presentation and consultation skills in order to effectively convey business materials, make recommendations and manage relationships with internal\external clients and provide expert advice
- demonstrated ability to analyze, manage and resolve issues
- proven organizational and planning skills
- ability to act as a leader to facilitate change and manage projects/new initiatives

Technical experience:

- knowledge of the policy development process and the political decision-making process
- ability to interpret and apply legislation relating to the business of the unit
- understanding of budgeting techniques and controllership practices
- demonstrated experience coordinating and providing leadership across multiple business functions including customer service personnel, administration and financial administration to meet business objectives

Before you receive a job offer you must successfully complete a check based on the Ontario Public Service Personnel Screening Checks Policy. This includes a police records check. We will arrange this check for you.

***Amended- Information within Position Description has been updated.

Posting Date: Wednesday, June 22, 2011

Closing Date: Friday, July 8, 2011 11:59 pm EDT

How to apply:

1. You must apply online by visiting www.ontario.ca/careers. You must enter the job id number in the Job ID search field to locate the job ad.
2. You must show how you meet what we are looking for clearly, completely and concisely. We rely on the information you provide to us.
3. Read the **job specification** to make sure you understand this job.
4. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
5. If you require a disability related accommodation in order to participate in the recruitment process, please **Contact Us** to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Remember: The deadline to apply is Friday, July 8, 2011 11:59 pm EDT. Late applications will not be accepted.

Note: We thank you for your interest; however, we will contact you only if we choose you for further screening or an interview.

N-MG-37404/11

**The Ontario Public Service is an equal opportunity employer.
We will accommodate your needs under the Ontario Human Rights Code.**