

Operational Systems Branch Head

Department: Wastewater Services, Water and Waste Department

Designated Work Location: 1199 Pacific Avenue, Hybrid with designated work location

Position Type: Permanent, Full-time

Hours of Work: 8:30 a.m. to 4:30 p.m., Monday to Friday

Salary: \$93,751.47 to \$126,210.32 annually, W.A.P.S.O. Grade 5

Employee Group: W.A.P.S.O.

Posting No: 127351

Closing Date: September 17, 2026

Providing a wide range of services to over half of all Manitobans, The City of Winnipeg is one of the largest employers in Manitoba. We provide a comprehensive range of benefits and career opportunities to our employees. These include competitive salaries, employer-paid benefits, dental and vision care, pension plans, and maternity/parental leave programs. Additionally, we offer education, training, and staff development opportunities to ensure that our employees are equipped with the necessary skills to advance in their careers.

Our Benefits web page provides detailed information about the benefits we offer, and we encourage you to visit it for further information at [City of Winnipeg Benefits](#). We take pride in fostering a [respectful](#), [diverse](#), safe, and healthy workplace where our employees can thrive and achieve their full potential.

Flexible work arrangements, which may include flexible hours, remote work, or a hybrid of remote work may be available; subject to review and approval. Please note that Employees who are approved to work remotely are responsible for and must demonstrate that they are available to return to their Designated Work Location and/or other work location to attend meetings or attend other tasks that occur in person.

The City is committed to attracting and retaining a diverse, skilled workforce that is representative and reflective of the community we serve. Applications are encouraged from equity groups that have been and continue to be underrepresented at the City; Indigenous Peoples, Women, Racialized Peoples, Persons with Disabilities, 2SLGBTQQIA+ Peoples and Newcomers are encouraged to self-declare.

For the purpose of this recruitment, Equity may be a factor in selection. Consideration will be given to Indigenous Peoples, Women, Racialized Peoples, Persons with Disabilities, 2SLGBTQQIA+ Peoples and Newcomers

In accordance with the applicable collective agreement(s), recruitment and promotion provisions will be considered prior to applying equity strategies. Where permitted, consideration will be given to qualified applicants who self-identify as members of the equity group(s) listed above.

Requests for Reasonable Accommodation will be accepted during the hiring process.

Preference to internal applicants may be applied.

Job Profile

Under the general direction of the Manager of Wastewater Services, the Operational Systems Branch Head is responsible for strategic management of the Division's business systems that support the successful delivery of sewerage, wastewater treatment and flood control operations. The Operational Systems Branch Head will lead and manage the division's business systems for Environmental Management, Emergency Response Plans, staff training programs, standard operating procedures, workflow systems, cost management, record keeping, and Computerized Work Management Systems. This position will also be responsible for development and implementation of strategies that utilize operational data to generate key performance indicator reports and other metrics to support timely, informed decision making.

As the *Operational Systems Branch Head*, you will:

1. Develop and implement strategic business processes and staff training programs to support compliance with Environmental Licenses for the City's Wastewater Treatment Plants and sewer system, Provincial Regulations for operator certification, and Workplace Safety and Health Regulations.
2. Lead the Strategic Management of Division's computerized work management system: Oracle Utilities Work and Asset Management (OWAM) to support the effective utilization of resources and identify improvement opportunities.
3. Lead the Strategic Management of the Division's operational support systems to ensure a consistent set of methods, procedures, and processes are in place across the Division to reduce complexity, improve quality, and reduce costs.
4. Identify areas for improvement and successfully drive buy-in for change when implementing new systems, which includes overseeing the development and implementation of process improvement projects
5. Manage the Operational Systems Branch to ensure effective and timely use of resources.
6. Performs other related duties consistent with the classification, as required.

Your education and qualifications include:

1. Bachelor's degree in Commerce, Business Management, Science, Engineering or a related field.
2. Postgraduate courses in business process management, process improvement, and information technology is preferred.
3. Several years prior related work experience in strategic management of operational business systems, continuous improvement programs, staff training programs, and Computerized Work Management Systems.
4. Strong analytical and problem-solving skills with the ability to be flexible and active in developing innovative methodologies.
5. Demonstrated people management, administrative, negotiation, and leadership skills.
6. Strong organizational and project planning skills to plan, organize, prioritize, and coordinate work and resources with a high degree of independence, including demonstrated ability to work with minimum supervision.
7. Significant practical experience managing business and organizational changes; strong change management and project management skills.
8. Demonstrated ability to establish and maintain positive working relationships with employees at all levels of the organization, external

contacts and the public, in accordance with the Respectful Workplace Standard.

9. Demonstrated communication and interpersonal skills, including written reports and group presentation skills.
10. Advanced skills in Microsoft Office (i.e. Word, Excel, PowerPoint, and Outlook), and demonstrated working knowledge of Work Asset Management software.
11. Demonstrated ability to manage Branch finances and budgeting.
12. Able to analyze problems/opportunities for efficiencies and make recommendations for improvements.
13. Knowledge and understanding of the occupational hazards, safety precautions, regulations and procedures applicable to the areas of work.

***IMPORTANT:** Applicants who have been educated outside of Canada must have education which is comparable to the minimum qualification in Canada. Applicants submitting foreign credentials require an official academic assessment report issued by a recognized [Canadian assessment service](https://canalliance.org/en/) <https://canalliance.org/en/> at application.

Conditions of employment:

1. The successful candidate must maintain legal eligibility to work in Canada. If the successful candidate possesses a work permit, it is their responsibility to ensure the permit remains valid.
2. A Police Information Check satisfactory to the employer will be required from the successful candidate, at their expense.
3. Must possess and maintain a valid Class 5 Manitoba Driver's License. The successful applicant will be required to provide a driver's notice in force document upon request.

APPLY ONLINE, including all documentation listed below:

1. Current resume (**Required**).
2. Cover letter.
3. Applications submitted without REQUIRED documentation will not be considered.

Your application documents must clearly indicate how you meet the qualifications of the position.

Online applications can be submitted at <http://www.winnipeg.ca/hr/>. For instructions on how to apply and how to attach required documents please refer to our [FAQ's](#) or contact [311](#).

Position Reports To: Manager of Wastewater Services

1. The successful applicant may be required to provide a vehicle for transportation while on City business, subject to the terms and conditions of the City Transportation Policy.
2. The successful applicant will be required to complete job specific training required for this position as directed.

Only candidates selected for interviews will be contacted.