



## **JOB DESCRIPTION**

**Position Title:** Manager of Environmental Services (GTA)

**Job Status:** Permanent, Full-time

**Department:** Environmental

**Reports To:** Manager GTA & NCR and/or President & CEO

### **Position Summary**

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With indirect supervision, the Manager of Environmental Services (GTA) manages all aspects of environmental projects for T. Harris Environmental Management Inc. clients. In addition, they are responsible for training technicians, scheduling and overseeing the work of the technicians and ensuring that projects remain within the proposed economic and timelines budgeted.

### **Duties and Responsibilities**

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Under the supervision of the Vice President – Eastern Canada and/or President & CEO, the duties and responsibilities of the Manager of Environmental Services (Eastern Ontario) include, but are not limited to, the following:

- Complete all administrative tasks including accurate invoicing, facilities management maintenance of detailed files and timesheets for each project;
- Research and develop proposals and forecast the costs associated with these projects, ensure that project costs are related to and do not exceed proposed estimates/budgets, and directly negotiate with clients for revision of budget and timelines based on scope changes. This includes technicians' hours and any overtime that each technician may be acquiring over a given pay period;
- Manage the day-to-day operational and tactical aspects of multiple or large-scale projects, including scheduling, monitoring the work of technicians and contractors;
- Project management work related to environmental site assessments (i.e. Phase I ESA and Phase II ESA), remediation assessments, compliance evaluation studies, including preparation of investigation work plans, performing/directing field activities, conducting data analysis and interpretation, preparation of reports, and contaminant management and removal (e.g. asbestos, mold, residual dangerous materials) for industrial, commercial, governmental and private clients;
- Develop and maintain liaisons with clients, suppliers and contractors;
- Direct staffing, recruiting, training and performance management of workforce; select and maintain qualified personnel in all operations positions;
- Prepare reports based on information gathered through sampling and meetings based on the written guidelines and regulations;
- Direct and monitor the work of both technicians and contractors;
- Communicate with existing clients to determine their needs and gather all required information;
- Identify needs and opportunities for new business relationships and participate in marketing and business development efforts;
- Prepare specifications, tender documents and drawings (if required);
- Minimize exposure and risk across multiple projects;

- Review high-level deliverables across projects;
- Implement engagement review and quality assurance procedures in accordance with our methodology to ensure profitable and successful execution of consulting engagements as measured by regional goals and client satisfaction;
- Maintain all essential equipment and ensure proper calibration if a technician is not available to perform this function;
- Determine appropriate revenue recognition, ensure accurate invoicing, and monitor receivables for all projects under his/her direction;
- Integrate financial data for multiple projects and compare financial data for practice to that of other practices and seek ways to maximize revenue; and
- Analyze profitability, revenue, margins, bill rates and utilization across projects and address elevated billing issues when they arise.

#### **Other**

- Other duties as assigned.

#### **Core Competencies**

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##### Financial Management

- Manage to and achieve revenue goals set for projects;
- Accurately forecast revenue, profitability, margins, bill rates and utilization across projects; and
- Set expectations upward regarding revenue and profitability projections.

##### Business Development

- Identify partnership opportunities and capitalize on "add-on" sales opportunities across projects;
- Achieve "add on" revenue goals;
- Assist in the identification of strategic accounts; and
- Grow long-term relationships with clients and capitalize on equity and partnership opportunities.

##### Communication

- Serve as key participant in team and client meetings;
- Raise our visibility through involvement in local industry organizations;
- Confront issues openly and quickly;
- Effectively communicate relevant project/practice information to superiors and peers in other practices;
- Tactfully communicate sensitive information; and
- Handle difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual.

##### Technical Understanding

- Assist in the evaluation and redesign of practice offerings; and
- Possess a thorough understanding of our service offerings, technical preferences, and technical direction.

##### Leadership



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- Challenge others to develop as leaders while clarifying roles and responsibilities;
- Pursue excellence in all aspects of business;
- Possess the expert knowledge to identify opportunities for change and the ability to convey the need for change; and
- Build expert knowledge in our industry and conveys knowledge to others.

### **Teamwork**

- Evoke creative and innovative thinking from team members while helping them to bring their ideas and career plans to fruition;
- Help to determine new, creative ways to employ teams on projects and distribute responsibilities; and
- Work across practice to share lessons learned and best practices.

### **Client Management**

- Manage day-to-day client interaction and expectations for multiple or large-scale projects;
- Anticipate client needs and proposes alternative business solutions;
- Continually seek and capitalize upon opportunities to increase customer satisfaction and deepen client relationships; and
- Possess a knowledge base of each client's business, organization and objectives.

## **Minimum Requirements**

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- Minimum Honors Bachelor of Applied Science (Engineering) degree or equivalent plus three to five (3-5) years of field experience with Environmental Management projects. A Graduate degree in engineering or a related field would be a definite asset;
- Professional designation as a P.Eng. and/or P.Geo. in the Province of Ontario;
- Thorough understanding of all relevant provincial and federal legislative requirements in the area of Health and Safety for project management and the safety and welfare of THEM employees;
- Excellent verbal and written communication skills (French and English) in order to deal effectively with clients, technicians, fellow managers, administrative personnel and contractors;
- Strong organizational and time management skills are necessary to oversee multiple projects and research and develop proposals;
- Supervisory experience is a must to manage a staff of technicians or contractors involved in a project;
- Project management and organizational skills are necessary to plan and run a project;

- Proficiency in Windows applications, Microsoft Office, basic drawing software, spreadsheets, e-mail, and ability to read and interpret architectural, mechanical and electrical drawings;
- Technical competency using various types of testing equipment and personal protective equipment;
- Initiative is required to make recommendations, take action, and work with little direction;
- ASP card for Quebec and valid driver's license; and
- Must be eligible to attain security clearance for working in federal government buildings and properties.

## Key Relationships

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This position interfaces with internal and external contacts:

- Internal: *Chief Strategy Officer, President & CEO, Manager GTA & NCR, Project Coordinators & Technologists.*
- External: *Clients, Vendors, and Strategic Partners*

## Working Conditions

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- Work normal business hours but may be required to do some work in the evenings or outside normal working hours;
- Able to work on a computer for long periods of time;
- Required to work in a busy, open area office which may result in constant interruptions;
- Required to spend long hours concentrating which will require attention to detail and high levels of accuracy; and
- Required to meet a number of deadlines which may cause stress.

*This document will be reviewed for changes.*

Reviewed By:	Date:
Approved By:	Date:
Last Updated By: Raj Singh	Date: Dec 19 2022