

Senior Manager, Operations, Roads & Traffic

Town of Whitby



Position Profile and Candidate Brief

August/September 2025

3080 Yonge Street, Suite 6060 | Toronto, ON | M4N 3N1 | LESP.ca

Introduction

I am delighted to present this Position Profile for the Senior Manager, Operations, Roads & Traffic, prepared on behalf of the Town of Whitby.

I trust that this document will provide you with all necessary background information on the Town of Whitby, a position profile, and an outline of the search process we will be leading on behalf of the organization.

Please feel free to contact me if you require any additional information about the position or if you need clarification on any aspect of the search process. Further details about the Town of Whitby are available on the website: <https://www.whitby.ca>

On behalf of Legacy Partners and the Town of Whitby, I would like to thank you for your interest in this position. I can always assure you of my prompt and full attention.

Yours Sincerely,



Kartik Kumar, Partner
Legacy Executive Search Partners
Kartik.kumar@lesp.ca
www.lesp.ca



Contents

Table of Contents

TOWN OF WHITBY OVERVIEW 4

LIVING AT THE TOWN OF WHITBY 4

RECREATION AT THE TOWN OF WHITBY 5

WORKING AT THE TOWN OF WHITBY..... 5

TOWN OF WHITBY 2023-2026 COMMUNITY STRATEGIC PLAN..... 6

TOWN OF WHITBY BUDGET AND FINANCIAL REPORTING..... 7

JOB DESCRIPTION..... 8

THE TIMELINE 10

Town of Whitby Overview

The Town of Whitby is a community in transformation that is located in the heart of Durham Region in the eastern Greater Toronto Area. Whitby is the second-largest municipality in the region and one of the fastest-growing communities in Canada. Located on Lake Ontario and only an hour east of Toronto, the population of Whitby is expected to grow from 140,000 to 200,000 by 2031.



The Town of Whitby combines a small-town atmosphere with the sophistication and amenities of a larger urban centre. Whitby boasts two beautiful heritage downtowns, one of the finest recreational harbours with an award-winning marina, year-round sports and recreation activities, parks, trails, and a robust arts and culture scene, all of which are part of the extraordinary amenities that Whitby residents enjoy every day.

Whitby has an exciting and aspiring future, with a community that is welcoming, growing and transforming. On our team, you can expect to make a difference through your work and have a direct impact on shaping our growing community. Creating an inclusive environment where employees experience job satisfaction and have rewarding careers is important to us. We live our values and foster a culture of collaboration, accountability, respect, and engagement where people enjoy coming to work.

Living at the Town of Whitby

Moving to the Town of Whitby is an opportunity to join a growing community of 140,000 people with [two vibrant downtowns](#), many [sports and recreation programs](#), year-round [events and festivals](#), wonderful [parks, trails and outdoor recreation](#) and a beautiful location along the [Lake Ontario shoreline](#).

Schools

The Town has a public school board and Catholic school board, both of which are publicly funded. Learn more about our school boards and find a school:

- [Durham District School Board](#)
- [Durham Catholic District School Board](#)

Healthcare

The Town offers a range of [healthcare services](#), including hospitals, long-term care facilities, medical centres, [public health services](#), social services and walk-in clinics.

[Lakeridge Health](#) provides local hospital services. General area hospitals are located in [Ajax](#), [Bowmanville](#), [Oshawa](#) and [Port Perry](#).



Recreation at the Town of Whitby

In the Town of Whitby, there is so much to see and do. Check out our [community events calendar](#), [discover our downtowns](#) and shop at our local [farmers' market](#).

Art, culture and heritage

Take in the Town's vibrant [arts and culture](#) scene or learn about our [history and heritage](#). Visit an art gallery, museum or theatre that showcases the talent of local artists and actors. Try one of the historical walking tours or you can visit one of our [libraries](#) and explore the books, movies and programs available.

Explore the outdoors

Spend time enjoying the outdoors in Whitby. Visit one of our many [parks and trails](#) or take up an [outdoor activity](#). Do you enjoy boating or relaxing on the water? Whitby has a [marina](#) and [boat launch](#) available for the community.

Recreation

Get active with one of our many [recreational programs](#). We have recreational programs for all ages and abilities. From [senior services](#) to [youth programs](#), there is something for everyone.

Working at the Town of Whitby

In Whitby, we are dedicated to our work, our community, and each other. We work hard, we have fun, and we celebrate our successes. Let's grow together.

The Town of Whitby is an equal opportunity employer. We value diversity in our workforce and we are committed to attracting and retaining individuals who will work together effectively to meet the needs of the community. We are committed to providing an inclusive, barrier-free recruitment selection processes and work environments in accordance with:

- [Human Rights Code](#)
- [Accessibilities for Ontarians with Disabilities Act](#)
- [Workplace Safety Insurance Board \(WSIB\)](#)
- [Employment Standards](#)

Whitby has an exciting and aspiring future, with a community that is welcoming, growing and transforming. On our team, you can expect to make a difference through your work and have a direct impact on shaping our growing community. Creating an inclusive environment where employees experience job satisfaction and have rewarding careers is important to us. We live our values and foster a culture of collaboration, accountability, respect and engagement where people enjoy coming to work.

The Town of Whitby is a hybrid organization. This means staff are empowered to do their best work from various locations, as appropriate for the position. This position also offers a comprehensive benefits and pension program to ensure that your total compensation package addresses both your work and life needs.

The Town of Whitby is an organization that prioritizes work culture, and is committed to ensuring the employee experience is positive and fulfilling.

Town of Whitby 2023-2026 Community Strategic Plan

Whitby – naturally beautiful green spaces, a vibrant waterfront, thriving downtowns, and a safe community – the heart of Durham Region, an exceptional place to live, work, and explore. This is what Whitby residents told us they think Whitby should aspire to be and this is the Community Vision in the Town's new [Community Strategic Plan](#) released on June 27, 2023.

The Plan identifies how Council and Town staff will work together to deliver on community priorities over the next four years. This is thanks to the more than 3,000 residents, businesses, and community partners who took the time to share their thoughts and inform the plan earlier this year. Without these insights, this plan would not have been possible.

Residents highlighted the Whitby waterfront, healthcare, green spaces, community safety, economic growth, and the desire to address social needs, like homelessness, as some of their top priorities. This feedback was used to develop the four Strategic Pillars within the Plan:

- Whitby's Neighbourhoods – Safe, Healthy, & Inclusive
- Whitby's Natural & Built Environment – Connected & Resilient
- Whitby's Economy – Innovative & Competitive
- Whitby's Government – Accountable & Responsive

Each pillar includes several action items that were prioritized during the community engagement process. With 62 action items in total, progress on these will be measured and publicly reported on annually over the next four years.

Learn more about the 2023 to 2026 [Whitby Community Strategic Plan](#).

Town of Whitby Budget and Financial Reporting

The Town of Whitby delivers a wide range of programs and services to our growing community. The annual budget distributes our resources appropriately to support a high quality of life for residents and businesses that align with our [community strategic plan](#).

You can learn more about how we engage the public each year by [viewing the current budget project page](#). You can learn more the Town's past budgets and the budget process by visiting [this page](#).

Job Description

Position Summary:

Reporting to the Director of Operational Services, the Senior Manager, Operations, Roads & Traffic is responsible for the overall leadership, planning, and management of the Roads & Traffic division. This includes the daily operation and maintenance of urban and rural roads, bridges, traffic systems, signage, pavement markings, storm water management, and related infrastructure. The Senior Manager oversees the full lifecycle of municipal road projects, from planning through delivery, while ensuring compliance with legislative requirements, optimal asset management, and alignment with the Town's strategic and sustainability goals.

This role leads a multidisciplinary team of supervisory, technical, and unionized staff, fostering a culture of safety, collaboration, and innovation. Key priorities include strategic operational planning, asset and risk management, capital and operating budget administration, stakeholder engagement, and continuous service improvement. The Senior Manager plays a pivotal role in emergency response and incident management, representing the Town in public forums, inter-agency meetings, and during emergency operations.

Key Responsibilities:

Strategic Leadership & Team Oversight

- Provide direction, mentorship, and leadership to a diverse team of approximately 40 staff, including supervisors, technical specialists, and unionized employees.
- Lead workforce development, succession planning, performance management, and change initiatives to support continuous improvement.
- Foster a safety-first, professional, and innovative workplace culture.

Program Planning & Asset Management

- Develop and execute annual and multi-year plans for roads maintenance, traffic operations, and related infrastructure programs, aligned with the Town's transportation master plan and road safety strategies.
- Oversee asset lifecycle management, condition assessments, and risk mitigation to maximize service life and infrastructure reliability.
- Direct the delivery of capital projects from planning through completion, ensuring quality, budget, and schedule compliance.

Traffic Operations & Safety

- Provide executive oversight of traffic operations, including signals, traffic calming, signage, road closures, and detours.
- Ensure traffic and road operations support active transportation, Vision Zero principles, and community safety initiatives.
- Respond to traffic-related inquiries, incidents, and service requests with timely, data-driven solutions.

Service Delivery & Operational Excellence

- Establish and monitor service level agreements, KPIs, and SOPs for roads and traffic operations.
- Implement continuous improvement initiatives and technological innovations to enhance efficiency and service delivery.
- Ensure operational readiness and emergency response capacity during severe weather, infrastructure failures, and other critical events.

Financial & Contract Management

- Prepare and manage multi-million-dollar operating and capital budgets for Roads & Traffic services.
- Lead procurement, vendor oversight, and contract administration for infrastructure projects, maintenance services, and fleet/equipment management.
- Identify cost-saving measures and funding opportunities, including grants and intergovernmental partnerships.

Regulatory Compliance & Risk Management

- Ensure compliance with the Highway Traffic Act, Occupational Health & Safety Act, Environmental Protection Act, Minimum Maintenance Standards, and relevant municipal bylaws.
- Lead risk assessments, safety audits, and incident investigations, implementing corrective measures and maintaining legal defensibility.
- Represent the Town in litigation, insurance claims, and inter-agency investigations as required.

Stakeholder & Council Engagement

- Serve as a senior liaison to Council, residents, contractors, utilities, regional partners, and agencies (e.g., MTO, Metrolinx).
- Prepare and present high-level reports, strategic recommendations, and policy updates to Council and senior leadership.
- Collaborate across departments to support integrated municipal service delivery.

The Ideal Candidate

Education & Certifications

- University degree in Civil Engineering with P.Eng designation (or equivalent).
- AORS Certified Road Supervisor (CRS-S) designation.
- C.E.T. designation with OACETT.
- Valid Ontario Class “D” Driver’s License.

Experience & Expertise

- Minimum 10 years’ experience in municipal or public-sector infrastructure/roads operations, including unionized environments.
- Minimum 7 years’ progressive supervisory/management experience with proven ability to lead multi-disciplinary teams.
- Demonstrated knowledge of municipal road maintenance, traffic operations, asset management, capital project delivery, and regulatory compliance.
- Skilled in budget management, procurement, vendor oversight, and risk mitigation.

Leadership Competencies

- Strong strategic planning, problem-solving, and analytical abilities.
- Proven ability to manage change, foster collaboration, and mentor staff for professional growth.
- Exceptional communication and stakeholder engagement skills, with political acuity and the ability to represent the Town in sensitive or high-profile matters.
- Commitment to safety, innovation, and operational excellence.

The Timeline

I trust this Position Profile has enabled you to decide whether the position of Senior Manager, Operations, Roads and Traffic at the Town of Whitby interests you. **If you wish to be considered for the role, please apply with a cover letter and your resume to Shelly Zevlever at careers@lesp.ca by September 14, 2025 @ 11:59 pm.**

Please be assured that any information shared with Legacy Partners will be treated with the strictest confidence and shared only with the client for the purposes of this search.

Thank you once again for your interest.

Legacy Partners and the Town of Whitby are committed to equity, diversity and inclusion and recognizes that a diverse staff is essential to organizational excellence. We welcome applications from all qualified individuals and encourage women, members of racialized communities, Indigenous persons, persons with disabilities, and persons of any sexual orientation or gender identity to confidentially self-identify at the time of application. In accordance with the provincial legislation, accommodation will be provided by Legacy Partners and the organization throughout the recruitment, selection and/or assessment process, upon request, to applicants with disabilities.



Legacy Executive Search Partners

3080 Yonge Street
Suite 6060
Toronto, ON
M4N 3N1

careers@lesp.ca
lesp.ca



Contact Us

