



Position Synopsis and Purpose

(A position overview and how it connects to the big picture)

Responsible for the management, supervision of all City owned water distribution, wastewater collection systems, storm and groundwater pumping stations infrastructure operations, maintenance and storeroom operations.

Key responsibilities include but are not limited to:

- Provide clean, safe and reliable drinking water.
- Overall responsible operator for the water distribution and wastewater collection systems.
- Being accessible 24/7 to offer guidance to operators, directing all personnel in the day to day activities, directing all maintenance activities,
- Ensuring that systems are operated in accordance with all applicable legislation and regulations, development procedures and processes for assuring water quality.



Major Responsibilities

(What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
<p>DUTIES As the Operator-in-charge (OIC) for all Water & Wastewater facilities/systems there are a number of Key responsibilities which include,</p> <ul style="list-style-type: none"> • Accessible 24/7 to offer guidance and direction to operators and respond immediately and effectively to emergencies. • Oversee the day to day operation of all operations and maintenance. • Provide clean, safe and reliable drinking water, a free flowing wastewater and storm sewer systems; and • Set operational parameters for the subsystem or for a process that controls the effectiveness or efficiency of the subsystem; and • Direct or instruct other operators in the subsystem to set such operational parameters; and • Take all steps reasonably necessary to operate the processes within his/her responsibility in a safe and efficient manner, in accordance with the relevant operations manuals; and • Attending MOE and external audits, participating in the on-call roster, and • Ensure that the processes within his/her responsibility are measured, monitored, sampled and tested in a manner that permits them to be adjusted when necessary; and • Ensure that records are maintained of all adjustments made to the processes within his/her responsibility; and 	60%

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Ensure that all equipment used in the processes within his or her responsibility is properly monitored, inspected and evaluated and that records of equipment operating status are prepared and available at the end of every operating shift. • Respond accordingly to customer complaints, concerns and inquiries. • Organizing, Planning, Prioritizing, scheduling, delegating, supervising and directing the day to day activities of personnel under his/her direction, ensure work is carried out and completed in accordance with the Occupational Health and Safety Act and all other applicable legislation. • Provide visible and positive leadership to staff, developing and nurturing a work environment that is inclusive, respectful and motivating for staff. • Provide direction, coaching, counseling, guidance and support. • Manages, monitors, adjusts and maintains all remote monitoring systems under his/his direction. • Coordinate and oversee routine maintenance and inspections of all water distribution and wastewater collection system activities undertaken by both assigned personnel and external contractors. • Staff scheduling, supervision and development. • Other winter & summer activities as needed in the Roads and Parks Divisions. • Participating on the Department management team and contributing to departmental work planning and strategic initiatives and report preparation. 	
<p>COMPLIANCE</p> <ul style="list-style-type: none"> • Work with the Environmental Compliance Supervisor and health and safety coordinator to ensure that all personnel under his/her direction receive adequate training to safely perform all their job duties and maintain operator certification and trade licensing. • Work with the Environmental Compliance Supervisor to ensure compliance and conformance with all applicable legislation and internal drinking water quality management system requirements. Participate in MOECC inspections and DWQMS audits. • Process documentation for all underground locates related to work activities. 	10%

Description	Approx. Time Spent (%)
<p>ADMINISTRATIVE</p> <ul style="list-style-type: none"> • Monitors trends and best practices within his/her division, including potential cost avoidance and efficiency opportunities • Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Develop, Manage and maintain a number of electronic tracking databases and spreadsheets. • Performing day-to-day administrative duties such as maintaining daily/weekly time sheets, electronic records and processing paperwork. • Assesses staffing needs, make recommendations on compliment amendments, participate in recruitment process and make effective hiring decisions/recommendations. • Prepare reports and attend internal/external meetings as required/assigned; provide advice/guidance and makes recommendations on water and wastewater infrastructure maintenance and operations. • Reviews and evaluates service delivery processes with a view to streamlining/updating practices and fostering excellence in services and customer service. • Job Cost and Analysis: Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity. • Developing, designing, and creating new applications, ideas, relationships, systems, or products. • Develop annual operating budgets, monitor operating expenditures, and complete related variance reports; assist with the development of annual capital budgets. • Develop and coordination/administration of maintenance programs. • Ensure all operators hold the appropriate certification, trained appropriately and remain certified 	30%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Required Training

(Description of training required in order to perform the major responsibilities)

Continuing Education: Annual MOECC Director Approved Courses Related to Water Distribution & Wastewater Collection Systems.

Mandatory MOECC Renewal Course (Once every 3 Years)

On-the Job Practical Training Hours: Annual, must meet specific criteria.

Workplace Hazardous Materials Information System (WHMIS)

Confined Space Awareness

Traffic Control Awareness

Trenching and Shoring Awareness

Fall Protection Awareness

*Attends training, workshops and seminars as appropriate and as required



Minimum Qualifications (Absolutely cannot do without)

Education (degree/diploma/certifications)

Ontario Secondary School Diploma.
Three (3) years of college or university education leading to Engineering Technologist Certificate.
Class G Ontario Driver's License
Class 1 MOE Water Distribution license
Class 1 MOE Wastewater Collection System license.
Workplace Hazardous Materials Information System (WHMIS)
Confined Space Awareness
Traffic Control Awareness
Trenching and Shoring Awareness

Experience

Ten (10) years' experience in operation and maintenance of water distribution, wastewater collection and storm sewer systems with 5 years in a supervisory capacity in a unionized environment.
Intermediate Computer skills: Internet, email, word processing, graphics and multimedia, spreadsheets and databases.

Knowledge/Skill/Ability

Operations and maintenance of water, wastewater & storm water systems, Mechanical and electrical maintenance, SCADA, Internet based programs, Flow meters, Leak detection, Equipment operations and maintenance, Plumbing codes, Hazard recognition, Problem solving, Mediation, Budgeting, Contract administration, Water Sampling and testing, Computers, Database management, Teaching, Coaching, Motivation, Counseling, Planning, Organizing, Laboratory testing and procedures. Sanding, Salting and Snow plow operations, Bylaw enforcement



Preferred Qualifications (The ideal candidate)

Education (degree/diploma/certifications)

Ontario Secondary School Diploma.
Certified Engineering Technologist (CET), (3 Years)
Class G Ontario Driver's License
Class 2 MOE Water Distribution license
Class 2 MOE Wastewater Collection System license
Advanced Computer skills
Workplace Hazardous Materials Information System (WHMIS)
Confined Space Awareness
Traffic Control Awareness
Trenching and Shoring Awareness
Fall Protection Awareness
Advanced Leadership
Team Building
Strategic Planning Techniques
Dealing with Difficult People

Experience

Ten (10) years' experience in operation and maintenance of water distribution, wastewater collection and storm sewer systems with 4 years in a supervisory capacity in a unionized environment. Advanced Computer skills: Internet, email, word processing, graphics and multimedia, spreadsheets databases design, Visual basic, Application programming, etc.

Knowledge/Skill/Ability

Operations and maintenance of water, wastewater & storm water systems, Pumping station operations and maintenance, SCADA, Internet based programs, Specialized computer programs, automated control systems Mechanical and electrical maintenance, Equipment operations and maintenance, Plumbing codes, Hazard recognition, Problem solving, Mediation, Budgeting, Contract administration, Water Sampling and testing, Computers, Database management, Teaching, Coaching, Motivation, Counseling, Planning, Organizing, Laboratory testing and procedures. Sanding, Salting and Snow plow operations, Bylaw enforcement, Basic building maintenance, Area and Pool operations, Equipment, Technology, Principles, Theories and/or ideas in field of work,



Work Setting

(Description of the work environment and nature of people interactions)

Contacts

Frequency Legend	
Constant – every day for most of the day	Occasional – bi-weekly to monthly
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
Director of Engineering	Occasional	Engineering and Operations meetings, Clarification on Legislation/Directives/Policies/Standard Operating Procedure, Union issues, Threats/physical safety/work environment, Any action that may have legal implications or any serious occurrence, Issues under the Distribution Emergency Preparedness Plan such as Vandalism, Malicious action, Terrorism, Suspected Backflow or Back siphonage, Source Failure/Widespread Water Loss, etc.
Operations Manager	Regular	Internal and/or external issues that have not been resolved or have been issued by the Director of Engineering, CAO and/or other department heads.
Co-workers, and subordinates	Frequent	Work assignments, direction, guidance, coaching, counseling, guidance and support.
Manager of Projects & Design	Occasional	Equipment, purchasing, tenders, RFQ's and issues related to projects and design, etc.

Contact	Frequency	Nature of Interaction
Manager of Engineering Services	Rare	Information request and exchange on new projects.
Manager of Information Technology	Occasional	Computer related issues, new purchases, repairs for the division. Computer programs and database management, and all other IT issues.
IT Analyst	Occasional	Same as Manager of Information Technology.
Roads Supervisor	Frequent	Assistance with projects and or work activities, use of equipment
Utilities Crew Leader	Frequent	Discuss daily work assignments for staff, direction, guidance, coaching, counseling, guidance and support.
Community Services Supervisor	Occasional	Assistance with projects and or work activities.
Community Services Crew Leader	Occasional	Assistance with projects and or work activities.
Environmental Compliance Supervisor	Regular	Assistance with projects and or work activities, compliance and operator training issues.
Records Clerks	Frequent	Employee daily timesheets, attendance, all request for services, etc.
Operations Clerk	Frequent	Invoice processing and other duties such as all requests for services, etc.
Storekeeper	Occasional	Purchasing requirement for the division.
Construction Inspector	Occasional	Contracts for asphalt & concrete reinstatements, new/repared water and sewer infrastructure, etc.
Mechanics	Occasional	Utilities Division Equipment repairs and maintenance.
Fire Department	Rare	Verbal and/or electronic notification of fire hydrants in and out of service
Executive Administrative Assistant, DEO	Rare	Budget preparation, Advertising related to some division activities, Engineering and Operations meeting minutes, etc.
Electrician	Rare	Pumping station electrical issues.
Plumber	Rare	Backflow preventer testing.
Capital Assets Co-Ordinator/Sr Analyst	Rare	All asset related issues for the division
GIS/CAD Coordinator	Occasional	Information requests related to all infrastructure, mapping, etc.
Design Technologist	Occasional	Equipment tenders, RFQ's, and all Interactions in the absence of the GIS/CAD Coordinator and/or Construction Inspector
Supervisor, Sugarloaf Marina	Rare	Installation and removal of seasonal backflow preventers, assist with other work activities when called upon.

Contact	Frequency	Nature of Interaction
Financial Analyst	Rare	Annual inventory count and reconciliation
Human Resources Coordinator	Rare	Contract & Union issues, Recruitment and training, performance appraisals, Managing disputes, attendance, etc.
Health and Safety Coordinator	Occasional	Training, Information update such as ministry blitz, heat and extreme cold alerts, Workplace injuries/accidents etc.
Manager of Community Services	Rare	Work activities related to the rural community centre cistern systems, etc.
Supervisor, By-law Enforcement.	Rare	By-law and claims investigation information
Events Coordinator	Rare	Temporary water servicing for special events
Payroll Clerk	Rare	Verify attendance, hours worked, transfers, payroll discrepancies, etc.
Chief Building Official	Rare	Building, plumbing and structural issues.

Working Conditions

Consider work environment (i.e., open/shared, enclosed office). Consider any hazards, disagreeable conditions; the requirement to be 'on call' or work extensive overtime.

Inside: working in a shared office environment, sitting at a desk, developing, building and maintaining databases related to the division, computer related entries for said applications, conversing with customers, sales people at the office, on the phone with customers, contractors, sales people consultants, scheduling upcoming work assignments, creating, reviewing and updating forms and procedures.

Outside: consists of time attending job sites, checking/or following-up on customer complaints, completing various onsite inspections, which involves exposure to inclement weather, dust, dirt, vibration, heat, cold, noise, uneven terrain, ergonomic hazards, workplace stressors, water (drowning), being exposed to hazardous materials (asbestos pipe), diseases/illnesses (sewage), harmful chemicals (chlorine). Required, as ORO to be accessible 24/7 to offer guidance to operators, participate in the general on-call duty roster.



Accountability & Initiative

Independent Decision Making

List examples of decisions made or duties performed without reference to your supervisor or subsequent checks.

Organizing, Planning, Prioritizing, scheduling, delegating, supervising and directing the day to day activities. Database development, design and management to improve workflow and better track and share information and productivity.

The Niagara Regional Water Plant called to advise that there must be a major water leak somewhere in our system. They were having problems maintaining system pressure and their water tower was draining rapidly. Calls were made immediately to the On-call water operator and additional staff to respond immediately to try and locate the suspected leak and isolate it. While waiting for staff I made the decision to start and patrol the areas close to the water tower. Within a matter of 10 minutes or so I located the leak. It was major in nature with flooding of roadways and property. With the On-Call Water Operator and additional staff still 20 minutes or so away and the Water Tower near empty I made the decision to locate and close the valve myself with the help of a Niagara Regional employee. The cause was the plug/end cap on a 16-inch water main had blown off. This could have been a disaster resulting in widespread water loss impacting not only the Regional Water Plant but firefighting and the City as a whole.

Consultative Decision Making

List examples of decisions made or duties performed which require consultative approval from your supervisor.

Clarification on Legislation/Directives/Policies/Standard Operating Procedure to aid in the decision making process.

Threats/physical safety/work environment,

Any action that have legal implications or any serious occurrence,

In March of 2015 we were in the middle of a frozen water services crisis with approximately 145 services on the list. Calls were handled on a first come first serve basis. The only exceptions at the time were properties with boiler heat that required water and businesses that could face substantial financial loss. Then we were faced with a call from a family that needed water for compassionate reasons. That situation had never been addressed before. A conversation had to take place with the Director of Engineering and Operations looking for guidance and direction as to where to put them on the priority list.

Decision Making Guidelines

What guidelines, standards of practice, procedures manuals, etc. govern your decision making and actions.

Occupational Health & Safety Act.,

Safe Drinking Water Act 2002,

O.Reg 242/05 - Compliance and Enforcement,

O.Reg 453/07 - Financial Plans,

O Reg 188/07 - Licensing of Municipal Drinking Water Systems,

O.Reg 170/03 - Drinking Water System,

O.Reg 169/03 - Ontario Drinking Water Quality Standards

O.Reg 128/04 (Certification of Drinking Water System Operators & Water Quality Analysts,

O.Reg 319/08 Small Drinking Water Systems,

O.Reg 129/04 - Licensing of Sewage Works Operators,


Port Colborne Distribution Emergency Preparedness Plan

Highway Traffic Act.,
 Ontario Traffic Manual Book 7
 All City Standard Operating Procedures (SOP),
 All City Policies, Procedures and Bylaws,

Financial Accountability

State any financial responsibility held by this position and list amount (e.g. Budget preparation, monitoring and/or control, petty cash, purchasing/signing authority, financial analysis, financial control etc.)

Signing authority: \$1,000.00
 Monitoring and/or control
 Water: Total (\$382,000)
 Sewer: Total (\$200.000)

 **Physical Skill and Effort**
 (Describe both physical skill and effort necessary to perform the job)

Physical Skill

Physical Effort

***Legend**

N/A = Not applicable **Occasional**= Up to 30% **Frequent** = Up to 80% **Constant** =Over 80%

Demands	Duration
Minimal Exertion – a variety of sitting, standing, walking	Frequent
Moderate Exertion – some climbing, extensive walking	N/A
Heavy Exertion – constant standing and/or walking; pushing/pulling Lifting & lowering materials small portable pumps, etc. in and out of trenches.	Occasional
Lifting – provide average weight/example: 32 lbs, lifting materials such as valve boxes, supplies, small portable pumps, etc.	Occasional
Keyboarding	Frequent
Intensive visual concentration -(e.g., reading reports, data analysis	Occasional
Intensive listening concentration (e.g., interviews, taking minutes)	Occasional
Intense mental concentration – (e.g., assessment, reporting, problem solving, collaboration	Frequent

****Describe the physical activities associated with the job (e.g., lifting, carrying, pushing, pulling, and stretching in the boxes above.



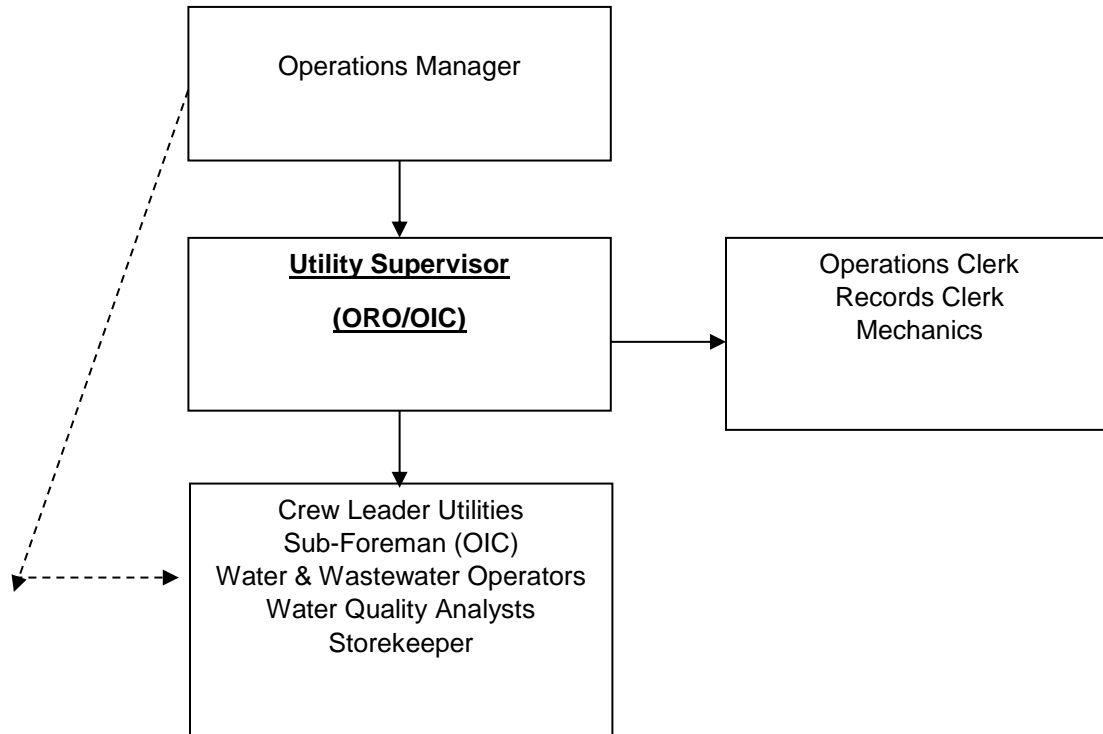
Position Classification

(Where this position fits)

Position Title: Utility Supervisor	Division: Water & Wastewater
Department: Public Works	Classification: Management
Positions Supervised Directly: Operations Manager	Reports to (Direct): Director, Engineering & Operations
Effective Date:	Positions Supervised Indirectly:
Salary Grade:	Revision Date:
	Hours per Week: 40

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



Once the job description has been completed, ensure the Director/CAO has reviewed the job description, discussed any points and/or comment that have arisen, and made changes accordingly.

Forward the final version, with all applicable signatures, to Human Resources.

Employee's Signature: _____

Date: _____

Manager's Signature: _____

Date: _____

Director's Approval: _____

Date: _____

CAO's Approval: _____

Date: _____