



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. Designated as Overall Responsible Operator (ORO) for water and wastewater subsystems and certified in accordance with provincial government standards. (See also Corporation’s Drinking Water Quality Management System - DWQMS).

Key responsibilities include but are not limited to:

- Provide clean, safe and reliable drinking water.
- 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, developing procedures and processes for daily operations.
- Participating in the on-call Supervisor roster



Major Responsibilities

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

Description	Approx. Time Spent (%)
<p>DUTIES As the Overall Responsible Operator (ORO) and Primary Operator-in-Charge (OIC) for the water distribution system and the wastewater collection system, 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 and free flowing wastewater and storm sewer systems • Set operational parameters, or direct operators to set such operational parameters for the subsystem or for a process that controls the effectiveness or efficiency of the subsystem • Take all steps reasonably necessary to operate processes in a safe and efficient manner, in accordance with the relevant operations manuals • Ensure that the relevant processes are measured, monitored, sampled and tested in a manner that permits them to be adjusted when necessary, and records of all adjustments are maintained • Ensure that all equipment 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. 	<p>60%</p>

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Organizing, Planning, Prioritizing, scheduling, delegating, supervising and directing the day to day activities of personnel, 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. • Coordinate and oversee routine maintenance and inspections of all water distribution, wastewater collection and stormwater system activities undertaken by assigned personnel and/or external contractors. • Staff scheduling, supervision and development. • Other winter & summer activities as needed in the Roads and Parks Division. • Participating in 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 personnel 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 Ministry inspections and DWQMS audits. • Process documentation for all underground locates related to work activities. 	10%
<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 • Develop, manage and maintain a number of electronic tracking databases and spreadsheets. • Performing day-to-day administrative duties such as maintaining daily logs, 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. 	30%

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Procure assets, suppliers and equipment required for the efficient operations and completion of assigned activities and programs, in accordance with the corporate purchasing policy. Prepare and/or review RFPs/RFQs/tenders as assigned. • Develop and coordination/administration of maintenance programs. • Ensure all operators hold the appropriate certification, trained appropriately and remain certified 	

*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 Director Approved Courses Related to Water Distribution & Wastewater Collection Systems.
- Mandatory 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
- Supervisor Skills Training
- Project Management Training
- Managing in a Unionized Environment
- Safe Drinking Water Act and applicable regulations (i.e. relating to Operator Certification, Drinking Water Quality Standards etc.)
- Standard of Care training (Statutory clause 19 of the Safe Drinking Water Act)
- Ontario Water Resources Act and applicable regulations (i.e. relating to Permit to Take Water, Sewage Works, Wells etc.)

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



Minimum Qualifications

(Absolutely cannot do without)

Education (degree/diploma/certifications)

- Ontario Secondary School Diploma.
- Class 1 Ontario Water Distribution Operator certificate
- Class 1 Ontario Wastewater Collection System Operator licence
- Trenching and Shoring Awareness

Experience

Five (5) years experience:

- In operation and maintenance of water distribution, wastewater collection and storm sewer systems with 2 years in a supervisory capacity in a unionized environment.

Knowledge/Skill/Ability

- Knowledge of applicable regulations, legislation, guidelines, standards, procedures
- Valid Class G Ontario Driver's License
- Intermediate Computer skills and experience with a wide variety of programs
- In depth knowledge of the operation and maintenance of water, wastewater & storm water systems
- Knowledge of mechanical and electrical maintenance and equipment operations and maintenance
- Knowledge of flow meters and leak detection
- Deals with confidential and sensitive information affecting City operations, assets, resources and City staff
- Incorrect or inappropriate decisions/actions could have serious effects by placing the Corporation in contravention of environmental laws, regulations, policies and expose the Corporation to litigation and the mayor and members of council, in addition to senior staff, to possible fines and/or imprisonment.
- Proven analytical, organizational, planning and leadership abilities with well-developed written and verbal skills.
- Experience in managing field operations including knowledge of Occupational Health and Safety Act requirements and field safety procedures.
- Desire to serve the public while ensuring adherence to Corporation policy with a demonstrated commitment to public service and cooperation and client service, and well developed activities to interact with citizens.
- 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
- Operations and maintenance of water, wastewater & storm water systems, Pumping station operations and maintenance, Internet based programs, Specialized computer programs, automated control systems



Preferred Qualifications (The ideal candidate)

Education (degree/diploma/certifications)

- Three (3) years of college or university education leading to Engineering Technologist Certificate or a related discipline.

Combined with:

- Certified Engineering Technologist (CET) (3 years)
- Class 2 Ontario Water Distribution Operator certificate
- Class 2 Ontario Wastewater Collection Operator licence

Experience

Ten (10) years experience:

- In operation and maintenance of water distribution, wastewater collection and storm sewer systems, preferably in a municipal setting, with 5 years in a supervisory capacity in a unionized environment.

Knowledge/Skill/Ability

As above, combined with a proven track record of team building and leadership.



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
Water/Wastewater Operators Water/Wastewater Students	Frequent	<ul style="list-style-type: none"> • Directly supervise daily activities. Direct, mentor, discipline, advise. • Provide operational support
Water Wastewater Crew Leader	Constant	<ul style="list-style-type: none"> • Discuss daily work assignments for staff, direction, guidance, coaching, counseling, guidance and support.
Manager of Water Wastewater	Frequent	<ul style="list-style-type: none"> • Receive direction and seek advice • 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
Roads Supervisor Parks Supervisor	Frequent	<ul style="list-style-type: none"> • Assistance with projects and or work activities, use of equipment
Director of Public Works	Occasional	<ul style="list-style-type: none"> • Public Works meetings • Issues under the Distribution Emergency Preparedness Plan such as Vandalism,

Contact	Frequency	Nature of Interaction
		Malicious action, Terrorism, Suspected Backflow or Back siphonage, Source Failure/Widespread Water Loss, etc.
Environmental Compliance Supervisor	Frequent	<ul style="list-style-type: none"> • Assistance with projects and or work activities, compliance and operator training issues. • Collaborate on creating standard operating procedures • Maintenance of operator certification
Manager of Roads and Parks	Occasional	Equipment, purchasing, tenders, RFQ's and issues related to projects and design, etc.
Engineering Staff	Regular	<ul style="list-style-type: none"> • Information request and exchange on new projects. • Contracts for asphalt & concrete reinstatements, new/repaired water and sewer infrastructure, etc. • Information requests related to all infrastructure, mapping, etc. • Equipment tenders, RFQ's, and all Interactions in the absence of the GIS/CAD Coordinator and/or Construction Inspector • Budget preparation, Advertising related to some division activities, Engineering and Operations meeting minutes, etc.
Corporate/Treasury Staff	Regular	<ul style="list-style-type: none"> • Respond to requests for and/or provide information regarding capital asset acquisitions. • Annual inventory count and reconciliation • H&S Coordinator - training, information update such as ministry blitz, heat and extreme cold alerts, Workplace injuries/accidents etc. return to work plans. • Request IT support to modify existing Notes databases; request creation of new databases. • Request assistance in evaluating new software and to install new software on desktop/laptop units. • HR - Contract & Union issues, Recruitment and training, performance appraisals, Managing disputes, attendance, etc. Verify attendance, hours worked, transfers, payroll discrepancies, etc.
Operations Clerks	Frequent	<ul style="list-style-type: none"> • Employee daily timesheets, attendance • Requests for services (i.e. locate request, trench number, etc.) • Invoice processing
Operations Staff	Regular	<ul style="list-style-type: none"> • Request and approve materials/supplies to be ordered for stock. • Utilities Division Equipment repairs and maintenance.

Contact	Frequency	Nature of Interaction
		<ul style="list-style-type: none"> Supervise staff from other divisions who are assigned to assist with water/wastewater work
Fire Department	Rare	Verbal and/or electronic notification of fire hydrants in and out of service
Facilities Personnel	Rare	<ul style="list-style-type: none"> Pumping station electrical issues. Backflow preventer testing
Supervisor, Sugarloaf Marina	Rare	<ul style="list-style-type: none"> Installation and removal of seasonal backflow preventers, assist with other work activities when called upon.
Supervisor, By-law Enforcement	Rare	<ul style="list-style-type: none"> By-law and claims investigation information
Chief Building Official	Rare	<ul style="list-style-type: none"> Building, plumbing and structural issues.
Constituents	Frequent	<ul style="list-style-type: none"> Provide customer service re: water quality complaints, water turn on/off, blocked sewers etc – both during regular hours and regular hours Respond to requests for information
Contractors/Suppliers	Regular	<ul style="list-style-type: none"> Review tenders/bids/quotes for services and supplies. Receive support for supplies and services.

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.

- 40% of time is spend inside an enclosed office environment, sitting at a desk, database entry, conversing with customers/contractors/sales people and consultants, scheduling upcoming work assignments, reviewing Daily Logs, creating, reviewing and updating forms and procedures.
- 60% of time is spend in the field. Consisting 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.
- Overtime is expected



Accountability & Initiative

Independent Decision Making

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

- Plan and direct staff in week-to-week activities
- As the ORO:
 - directs operators on operating decisions beyond the knowledge, skill and experience of other operators
 - respond immediately and effectively to an emergency

- Approve all connections to the water distribution and wastewater collection system
- Direct operator response to Adverse Water Quality Incidents (AWQI)
- Assign service requests to appropriate staff and close out requests once successfully completed.
- Within the confines of project scope and budget, direct work of contractors/consultants, and approve changes that do not increase the budget nor scope
- Establish and implement routine maintenance programs, and track and report on operational performance indicators

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,
- Identify and evaluate increases to project scope and/or budget and present recommendations to the Manager and/or Director for discussion
- Identify resources required to meet regulatory/maintenance/Council requirements, and make recommendations on how to meet the requirements
- Corrective actions for complex issues that require advice or approval from Manager and/or Director (i.e. unscheduled infrastructure replacement, greater than purchasing authority)
- Projects outside the Division

Decision Making Guidelines

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

- Legislation
 - Safe Drinking Water Act and associated regulations.
 - Ontario Underground Notification System Act
 - Environmental Protection Act and associated regulations
 - Ontario Water Resources Act and associated regulations
 - Fisheries Act and associated regulations
 - Occupational Health & Safety Act.
- Port Colborne Distribution System Drinking Water Works Permit (issued by Ministry)
- Port Colborne Distribution System Municipal Drinking Water License (issued by Ministry)
- City of Port Colborne Water Operations Manual and associated procedures
- Ontario Watermain Disinfection Procedure
- OPSS 411 – Construction Specification of Watermain Installation in Open Cut
- AWWA C651- Disinfecting Watermains
- ORCGA – Underground Infrastructure Damage Prevention Best Practices
- Ontario Drinking Water Quality Management Standard
 - City of Port Colborne Quality Management System Operational Plan and associated procedures
 - Port Colborne Distribution Emergency Preparedness Plan
- Environmental Compliance Approvals (stormwater, municipal sewer, etc)
- City of Port Colborne Bylaws (i.e. relating to drinking water, wastewater etc.)
- Council decisions
- Corporate procedures and policies
- Highway Traffic Act
- Ontario Traffic Manual Book 7

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.)

- Budgeting (annual preparation, request for additional funds, monitoring and control) for water, wastewater and stormwater operational and capital expenditures

Signing authority: \$5,000.00

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 Field surveys, attending customer’s homes to assist with water meter service, climbing ladder to flow monitoring panels, climbing stairs to access items on top shelves in Stores.	Occasional
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) Customer concerns, Engineering issues, staff concerns, meetings, audits/inspections, interviews, employee reviews	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.

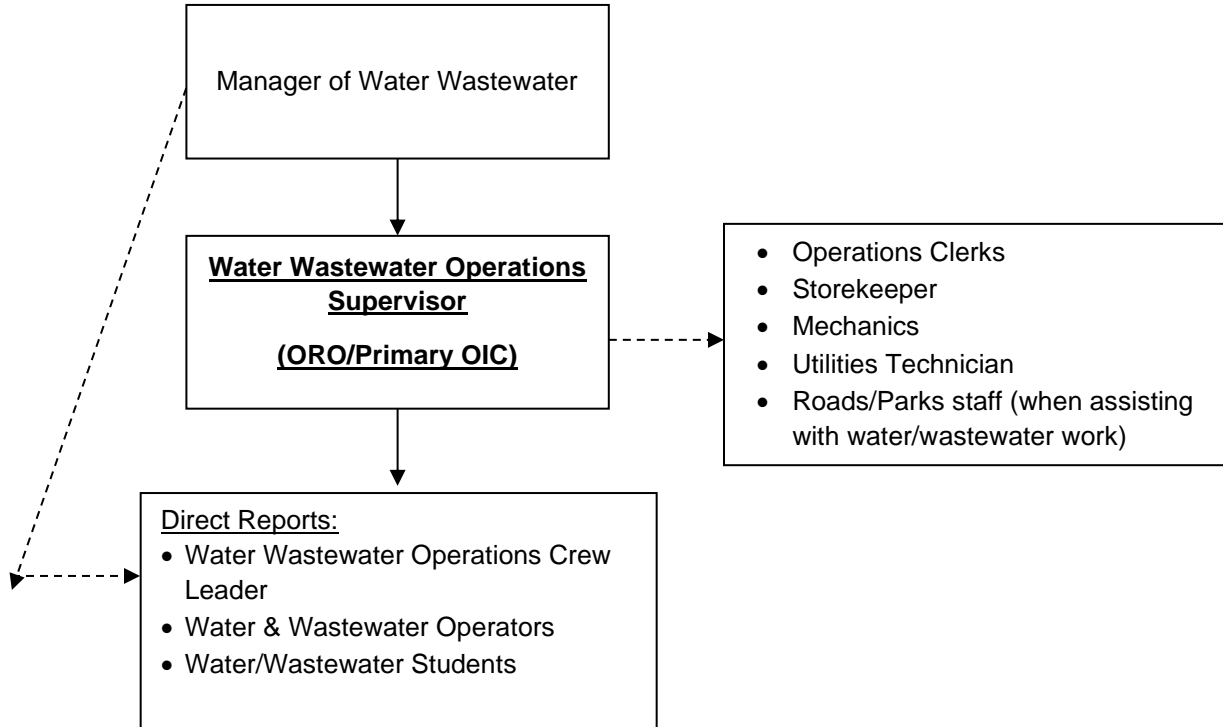


Position Classification
(Where this position fits)

Position Title: Water Wastewater Operations Supervisor	Division: Water & Wastewater
Department: Public Works	Classification: Management
Positions Supervised Directly: Water Wastewater Crew Leader Water & Wastewater Operators (8)	Reports to (Direct): Manager of Water Wastewater
Effective Date:	Positions Supervised Indirectly: Operations Clerks Storekeeper Mechanics Utilities Technician Roads/Parks staff (when
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:** _____