

JOB DESCRIPTION – Superintendent of Water and Wastewater

REPORTS TO:	Manager of Public Works	STATUS:	Full Time Permanent (FTP)
EVALUATION:	Salary Under Review	Code:	12
APPROVED:	May 23, 2019	HOURS OF WORK:	40 hours per week
LAST REVISED:	March 5, 2024		

POSITION PURPOSE:

Under the direction of the Manager of Public Works, this position oversees the general operations and maintenance of Water Treatment and Distribution, and Wastewater Treatment and Collection systems. This position requires technical and organizational skills in order to lead the day-to-day work performed by operational staff, ensuring systems and facilities are operating in accordance with approved policy and procedures, as well as Provincial and Federal Legislation.

KEY DUTIES AND RESPONSIBILITIES:

1. Utilities Operations and Maintenance

- Provides mentorship, leadership, and supervision of Utilities staff by organizing, scheduling, prioritizing, and directing staff for all works pertaining to facility works, including treatment, distribution and collection operations.
- Manage Utilities staff including performance evaluations, constructive feedback, training and professional development, coaching, health and safety and other related supervisory functions, including disciplinary remedies if required.
- Review staffing requirements and participate in the hiring process as required;
- Responsible for participating in the preparation of the annual operating and capital budgets, as well as monitoring of those budgets, and providing recommendations on priorities for capital works;
- Responsible for providing updates to asset management plans and associated policies within the division;
- Performs the responsibilities of the position within the legislative and regulatory standards prescribed in all applicable Federal, Provincial, and Municipal regulations, policies and bylaws;
- Ensures regulatory and legislative compliance by developing comprehensive strategies in conjunction with the team for consideration by management. Implements approved strategies;
- In conjunction with the team, recommends and develops programs and procedures for assuring high water quality, in accordance with applicable legislation and regulations;
- Responsible for the review and approval of documentation, including timesheets, invoices, operational reports, works orders, equipment records, etc.;
- Plans and schedules the daily work of all water/wastewater operational staff and monitors progress;

- Ensures the water/wastewater team members have the necessary and required classifications, licenses and training.
- Plans and schedules preventative and corrective maintenance repairs with staff and/or outside contractors;
- Responsible for coordinating contractors, equipment and material for jobs (excavation jobs, etc.), including completing tailgate sheets for each project, requesting locates, excavation permits, etc.;
- Update and/or consult with the Manager when there are changes/additions/deletions/ etc. with applicable processes and any other performance, procedural and compliance documents.
- Provide technical direction and resources to staff;
- Responds to inquiries from residents, businesses, agencies, departments and contractors on water/wastewater needs and issues, including reporting on public complaints relating to municipal utilities/infrastructure;
- Oversees and administers the Town's water quality sampling program, including development of annual water sampling plans, preparation of annual Ministry of Environment reports and taking immediate/effective remedial actions when contamination is present.
- Participate on the team which leads the DWQMS (Drinking Water Quality Management Standard) implementation and the accreditation of the Town's Municipal Drinking Water License including the Town's Operational Plan, DWQMS document and records control, annual internal audits, and three-year cycle external audits.
- In conjunction with the Manager, communicate and liaise with the Ministry regarding the annual regulatory inspection, water/wastewater licenses as well as regulatory compliance.
- Analyze water system capacity for new land development and assess low water flow and low water pressure complaints.
- In conjunction with the Manager of Public Works, manage and recommend the development of the Town's water system models and coordinates with relevant staff to maintain or amend the Town DWHPs (Drinking Water Works Permits) issued by the Ministry of the Environment, Conservation and Parks;
- Participates in the annual budget preparation, oversees cost controls, and prepares, forecasts, monitors and controls the Division's operating and capital budget.
- Reviews development permit applications to ensure adherence to policies, bylaws, and operational capacity for water and wastewater systems.
- Undertakes special projects and performs other duties as assigned in accordance with departmental or corporate objectives.

2. Effective Working Environment

- Develops and maintains positive working relationships as a team member within the service unit, in the department, across the organization, and with external organizations and agencies.

- Responsible for organizing and scheduling own assignments in support of the Department according to specific work plans and adjusting work routine to accommodate new/added requirements.
- Contributes to department goals/objectives; looks for daily opportunities to highlight the connection between service unit, department and corporate goals.
- Clearly, concisely, and actively communicates in a timely manner using effective communication tools and approaches.
- Participates fully in a team environment which fosters and develops effective working relationships and high performance; supports their individual performance management process, including the creation of development plans to build own core competencies and personal effectiveness.
- Responsible for the health and safety of self and others within the service unit ensuring a safe work environment and taking every precaution for the protection of others.

3. Focuses on Results and Continuous Improvement

- Demonstrates customer service with tact, diplomacy and flexibility in responding to internal and external customer needs; ensures that customers are served efficiently and in a timely manner, and re-directs customers to other staff in the organization who can appropriately serve their particular needs.
- Facilitates concise, accurate, two-way and timely written and verbal communication of information within the service unit, across the organization and to customers and rate payers to ensure effective delivery of outcomes and results.
- Identifies and suggests routine changes which will improve service to internal or external customers; makes recommendations to policies and procedures and develops new/improved methods to perform own work.
- Provides technical and professional support in the research and preparation of recommendations, reports, statistics, and budget requirements necessary to the planning, development and delivery of services and programs having regard to changes, trends and regulatory requirements.
- Provides confidentiality and security around information provided to produce content for the Department and other sensitive information sources where information is developed prior to staff/public release.

REQUIRED QUALIFICATIONS AND COMPETENCIES:

- A recognized post-secondary diploma in Environmental or Civil Engineering Technology, or an acceptable combination of experience, education, certification, training and professional development, directly related to the water and wastewater industry;
- Preferred, licenses in Water Treatment (Class 2), Water Distribution (Class 2), Wastewater Treatment (Class 1) and Wastewater collection (Class 2), with the ability to fulfill the requirements of Overall Responsible Operator;
- WHMIS and First Aid certification required;
- Joint Health and Safety Certified – Part 1 and 2

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- Minimum 10 years progressive experience directly with municipal water and wastewater treatment, distribution and collection systems, with 5 years experience in the industry managing publicly owned water and wastewater facilities.
- Supervisory experience in a unionized environment would be considered an asset;
- Demonstrated experience liaising with the Medical Officer of Health and Ministry of the Environment, Conservation and Parks officials;
- Sound knowledge and understanding of key legislation including the Environmental Protection Act, Clean Water Act, Safe Drinking Water Act, Ontario Water Resources Act, Occupational Health and Safety Act, Health Protection and Promotion Act, Federal Wastewater System Effluent Regulations and other related legislation;
- The ability to respond to emergency situations after working hours will be a condition of employment;
- Superior customer service, interpersonal and conflict resolution skills combined with excellent written and oral communication skills;
- Proven project management, planning, organization, analytical, decision-making, as well as problem solving skills.
- Excellent communications, interpersonal, public relations and customer service skills.
- Ability to manage, motivate, influence and work collaboratively and effectively with a broad spectrum of both internal and external stakeholders.
- Proficient with MS Office suite, GIS software, SCADA, ARB N Sight Mobile (meter reading software), Vadim, and digital maintenance management software.
- Class G Driver's license in good standing, at all times during employment.
- Availability to assist with emergency response and to attend after-hours meetings or special events as may be required.

KEY RELATIONSHIPS

- Reports to the Manager of Public Works;
- Directly supervises Utilities Operators, and Utilities Compliance Coordinator;
- Efficient and effective working relationship with Roads Superintendent.
- Provides supplementary supervision of Roads staff when required.
- communicates with the public, contractors, utilities, etc. in a courteous and cooperative manner to always promote a high level of public relations.

WORKING CONDITIONS

- Indoor duties
- Outdoor duties in any weather condition
- Primarily daytime, weekday hours with evenings and weekends as required
- 'On call' shifts scheduled