Job Description

Working Title:	SUPERVISOR UTILITY OPERATIONS
Position Type:	PERMANENT
FTE	1.0
Classification:	LEVEL 5
Division:	OPERATIONS
Department:	PLANNING AND INFRASTRUCTURE
Reports To:	MANAGER OF CIVIC AND MUNICIPAL OPERATIONS

☐	New Position
☒	Update of current position
☐	Significant changes (at least 50% of job has changed) – Job Evaluation required

SECTION 1: PURPOSE OF POSITION

Reporting to the Manager of Civic and Municipal Operations, the Supervisor of Utility Operations is responsible for the operation, maintenance and assisting with the repair/replacement of water, wastewater, storm drainage and dewatering infrastructure, together with the provision of solid waste and recycling services to customers. This includes providing leadership, guidance and support of both the day-to-day operations, and assigned projects ensuring that the business unit meets operational plan goals and objectives while in compliance with all Municipal, Provincial and Federal Acts, Regulations, bylaws and policies.

SECTION 2: KEY RESPONSIBILITIES

Time Percentage	Key Responsibility
25	**Leadership and Supervision** • Responsible for supervising, coordinating and providing directions to staff on a day-to-day basis • Establish and monitor work plans and service levels based on approved budget and policy for all areas of responsibility • Assist in the development and monitoring of performance measures for areas of responsibility

	• Ensure the unit culture is supportive and in alignment with the Town's values and desired culture • Coach and mentor staff in the execution of their duties; setting performance standards and timely assessments of competency; monitoring performance, conducting performance evaluations and recommending additional skill development • Ensure staff receive appropriate training and are adequately equipped. Provide the Manager of Civic and Municipal Operations an annual list of skill and knowledge training required for staff to improve efficiency and safety • Assist with the recruitment for vacant and new positions as required • Prepare staffing schedule when applicable (7-day coverage) and year-round on-call schedule • Approve payroll for assigned staff; ensuring time sheets and other related forms are completed accurately and in a timely manner • Ensure that care is taken in the use of Town vehicles, equipment, buildings and tools and that staff are instructed in the proper use of those resources • Recommend and implement efficiencies ensuring that change management best practices are followed when introducing new processes or concepts • Advise the Manager of any staff contravening safety and/or personnel policy and provide recommendation for disciplinary action • Supervise other areas of operations in the absence of Supervisors • When assigned, Act in the capacity of the Manager
40	**Utilities (Water, Sewer, Drainage, Dewatering)** • In collaboration with Engineering, assist in the implementation of projects and upgrades identified and approved in Utility capital or operating plans. Manage and supervise engineering companies and contractors in project delivery in collaboration with Engineering • Investigate and recommend efficiency and continuous improvement changes to Utility Operations • Assist in the implementation and research of technology improvements to Utility Operations • Review and implement Utilities Bylaw and recommend updates when required • Investigate, recommend and implement approved equipment purchases • Investigate complaints relating to water pressure, water leaks, sewer back-ups or other matters; resolve issues and/or discuss with Manager of Civic and Municipal Operations when support is required • Participate in Utilities Master Plan (UMP) updates when required. Assist in implementation of plan recommendations • Ensure Reservoir and Lift Station facilities are maintained; including the scheduling of regular cleaning and inspections

	• Review sewer line video inspections as needed and provide recommendations to the Manager of Civic and Municipal Operations. Provide responses to residents on action when required • Create and maintain a comprehensive record of Utility infrastructure preventive maintenance programs and repairs • Ensure monthly reporting is completed in a timely manner; complete and submit the annual water diversion report to Alberta Environment • Assist the Engineering Department in the inspection of newly installed underground infrastructure for the issuance of Construction Completion Certificate (CCC) and Final Acceptance Certificates (FAC)
10	**Solid Waste, and Recycling** • Investigate and resolve complaints relating to solid waste collection services • Participate in regional strategic solid waste/recycling initiatives • Investigate and recommend changes to solid waste and recycling service levels • Develop and carry out environmental program community outreach and education programs
10	**Contracts, Budget, and Asset Management Oversight** • Assist in the negotiation of contracts and agreements • Monitor contractor performance, ensuring all terms and conditions of contract are met • Participate in meetings and review safety plans with the contractors • Provide input into the preparation of the annual operating and capital budgets • Participate and provide input into the Town's asset management plan as it relates to scope of work. Assist in preparing and accounting for Capital grant applications.
10	**Safety** • Provide leadership and promote the overall management of health & safety within the area of responsibility, ensuring staff adhere to policies and follow safe work practices • Perform safety orientations for new hires and contractors • Conduct and/or assist the Town's O.H.S. Advisor in incident/accident investigations in line with Town policies and timelines • Ensure all safety operating procedures and hazard assessments are up to date for areas of responsibility

	• Conduct field safety and hazard inspections on various tasks, projects, and worksites
5	**Other Responsibilities & Duties** • Maintain valid Alberta Environment and Protected Areas Level III or higher Water Distribution (WD) and Level III or higher Wastewater Collection (WWC) Operator Certifications, in good standing and serve as the Town's designated Certified Operator for the water distribution and wastewater collection systems • Ensure operation of the systems and regulatory reporting comply with applicable provincial legislation, approvals, Codes of Practice and Alberta Environment and Protected Areas requirements and ensure appropriate certified-operator and alternate coverage is maintained • Liaise with other Supervisors for the coordination of use of common equipment and resources • Prepare various written reports and correspondence as required • Remain current in the public works, utilities and environmental fields, pursuing relevant training opportunities and upgrading as required • Participate in and perform duties from the Town's Municipal Emergency Management Plan • Available to work after hours as required • Other duties as assigned and within the scope of this position.

SECTION 3: SUPERVISION OF OTHERS

Position Title	Direct	General
Foreman - Utilities	☒	☐
Recycle Center Staff	☒	☐

SECTION 4: QUALIFICATIONS

Level of education and experience required:

- Completion of a post-secondary degree or diploma in related field
- Alberta Environment Level 3 in Water Distribution and Wastewater Collection
- 3-5 years of directly related experience in water, wastewater systems, and environmental services, including 3 years of progressive experience in the management and/or supervision of staff
- Essential Skills for Supervisory Certificate or similar leadership certificate (asset)
- Experience working in a municipal and/or unionized environment is preferred

An equivalent combination of education and directly related experience may be considered.

Required designations, licenses, Certificates required:
• Valid Class 5 Driver's License (Class 3Q an asset) • Designation with the Alberta Public Works Association (APWA) as a Public Works Supervisor (asset) • Emergency Management certification to ICS 300 level (asset) • PMP or CAPM designation (asset) • OHS training, considered an asset

Required Knowledge, Skills and Abilities:
• Strong leadership skills with the ability to effectively mentor and develop staff within a unionized environment • Knowledge of municipal environmental (solid waste and recycling) programs • Knowledge of Water and Wastewater Code of Practice, and Emergency Management Act, and Water and Wastewater Operators' Certification Guidelines • Knowledge of procurement, tendering, contract management and creation of project plans • Ability to interpret Collective Agreements, legislation, policies, procedures, and technical documents • Demonstrated ability to make sound decisions with minimum supervision • Proven ability to communicate effectively in a professional manner in written and verbal form with the public and staff • Excellent understanding of OHS and Risk Management Programs
Software/Technology
• Excellent computer skills (Microsoft Office, Asset Management, Financial, GIS, Pictometry)

PHYSICAL EFFORT	
☐	Routine office environment. Limited physical effort. A variety of typical office requirements such as sitting, standing and walking. Limited physical effort. Limited intense visual concentration is required. Infrequent physical effort (lifting, bending, etc.); Infrequent peaks of concentration are necessary for short periods from time to time (e.g. several minutes up to half an hour) Interruptions or distractions occur occasionally, but do not interfere with completion of quality of work as the nature of the work is highly repetitive and routine
☒	Moderate physical effort, requires occasional lifting, bending, standing, climbing ladders, etc. Requires extended periods of standing or moving. Manual dexterity can include handling of items or tools of various sizes, sorting or manipulating small parts or materials or tools, where the pace of work can largely be controlled. Intense visual concentration is greater than 50% of the time. Moderate peaks of concentration (e.g. up to half day) are a typical, with some ability to control this by taking breaks from the task. Interruptions or distractions occur frequently and sometimes interfere with output quality or timeliness. Time pressures with the job are noticeable, but are not frequent or significant. May perform a moderate level of heavy physical activities (pulling, lifting, pushing heavy or awkward objects, etc.). May require some specialized training and/or use of safety equipment.
☐	Regular, frequent or sustained and considerable physical effort tis required with limited opportunities to rest except at scheduled breaks. May require a degree of major physical effort over an extended period

	of time. Requires frequent or regular considerable moving, standing or heavy physical activities (e.g. lifting, moving, or pulling heavy awkward objects on a regular basis). Typically requires some specialized training (certifications, etc.) and/or use of safety equipment. May also require personal protective equipment. Regular, frequent or sustained, and substantial peaks of concentration are a typical throughout the day. It may not be possible to take breaks from tasks due to time pressures and deadlines that often oblige continuation until task completed. Interruptions and distractions occur frequently, and often to significantly interfere with the ability to complete the task correctly/in timely manner and consistently.
WORK ENVIRONMENT	
☐	Routine office environment. Limited exposure to disagreeable aspects such as noise, heat/cold, dust, fumes, etc.
☒	Moderate exposure to disagreeable aspects of the work environment. The job may require occasional exposure, but is limited in terms of frequency, severity, and/or duration. May require some specialized training, and/or use of safety equipment.
☐	Considerable, frequent or ongoing exposure to disagreeable aspects of the work environment. The job requires regular exposure in terms of frequency, severity, and/or duration. Typically requires some specialized training (certifications, etc.), and/or use of safety equipment. May also require personal protective equipment.