

## Supervisor Waterworks



<b>Job Title</b>	Supervisor Waterworks
<b>Employer</b>	City of Markham
<b>Location</b>	Markham, ON, CA
<b>Salary Range</b>	CAD \$95,605 to \$112,506 Annually
<b>Worker Category</b>	Regular Full Time

The City of Markham, an award-winning municipality with more than 353,000 residents, is Canada's high-tech capital and most diverse community, enjoying a rich heritage, outstanding community planning and services, and a vibrant local economy. Committed to being a model of public service excellence, with a workforce that is representative of the population we serve, we are looking for people who share our values and are champions of innovative practices. Diversity is one of Markham's strategic priorities, and we strive to develop and maintain an environment that is inclusive and creates a sense of belonging for all.

If you would like additional details about this opportunity and to apply, please visit [www.Markham.ca/employment](http://www.Markham.ca/employment) by September 23, 2021. Please select current opportunities and apply now.

**Join us and make a lasting difference!**

### JOB SUMMARY

- Responsible for coordination and supervision of Water Distribution, Wastewater Collection and Stormwater Collection systems operations.
- Supervising and field implementation of customer service request investigations, planning and completing corrective and preventative maintenance programs; water quality maintenance programs; regulatory compliance programs for water quality and wastewater disposal; regulatory compliance with QMS Policy, Operational Plan, System Level Documents, Standard Operating Procedures and Work Instructions for all Waterworks activities; programs for By-Law investigation and compliance; and water and wastewater asset inspection programs and capital projects.
- Responsible to supervise reactive or corrective maintenance, and ensuring that emergency repairs are completed on all Waterworks assets within described time.
- Will assume the duties of the Operator-in-Charge and Overall Responsible Operator as required.
- Responsible for contract tendering contract administration, budget monitoring, and supervision of contractors for various services.
- Responsible to provide guidance and proper coaching to staff as required.

### KEY DUTIES AND RESPONSIBILITIES

- Coordinates and supervises field operations for the City's water distribution, wastewater collection and stormwater collection systems.

- Responsible to review completed work-orders, customer service requests, and employee timesheets to ensure completeness and quality of data collected.
- Working with other Waterworks Operations staff, develops and prepares the requirements of inspections, work orders and customer service requests used in City of Markham computerized asset management and work management systems.
- Plans and supervises field implementation of approved preventative maintenance and inspection programs for water distribution, wastewater collection and stormwater collection system assets to maximize the in-service life of assets to reduce the risk of drinking water contamination, system failure and associated liabilities for the City.
- Duties include: planning and scheduling of the work program to meet approved preventative maintenance programs; schedules and approved service levels; assigning appropriate staff resource and/or procuring required contracted services; supervising the work of City of Markham staff and contractors; preparing contract documents and administering contracts for externally contracted services.
- Reviews the effectiveness and efficiency of preventative maintenance programs using Key Performance Indicators (KPIs); employee productivity measures and trending; industry benchmarking and other analytical tools.
- Responsible to identify corrective maintenance requirements for water distribution, wastewater collection and stormwater collection system assets. Corrective maintenance requirements will be identified through analysis of completed Preventative Maintenance work orders, reports of system deficiencies from Waterworks customers and the general public.
- Plans and supervises implementation of corrective maintenance and repairs for water distribution, wastewater collection and stormwater collection system assets. Duties include: planning and scheduling of the work program to meet approved service levels and schedules; assigning appropriate staff resource and/or procuring required contracted services; supervising the work of City of Markham staff and contractors; preparing contract documents and administering contracts for externally contracted services. Prepares necessary follow-up reports and documentation, including investigations for insurance claims. Reviews the effectiveness and efficiency of corrective programs using KPIs; employee productivity measures and trending; industry benchmarking and other analytical tools.
- Plans and supervises field implementations of customer service activities related to water distribution, wastewater collection and stormwater collection system assets.
- Plans and supervises field implementations of water quality activities related to water distribution, wastewater collection and stormwater collection system assets. Duties include: planning and delivery of scheduled and unscheduled sampling activities required to meet all Provincial Regulations and requirements of water quality and to meet approved service levels and schedules; assigning appropriate staff resource and/or procuring required contracted services; supervising the work of City of Markham staff and contractors; preparing contract documents and administering contracts for externally contractor services. Reviews the effectiveness and efficiency of corrective programs using \KPIs; employee productivity measures and trending, industry benchmarking and other analytical tools.

## **MINIMUM REQUIREMENTS**

- Community College Diploma in Civil, Environmental, or Mechanical Engineering, with an emphasis on Water Distribution & Wastewater Collection Systems or equivalent.
- Eligibility for, or holder of, a Certified Engineering Technologist (CET) designation from OACETT preferred;
- Eligibility for or holder of Ministry of Environment, Conservation and Parks Water Distribution Operator Certificate and Wastewater Collection License equal to the system classification (or higher).
- Experience in municipal Water Distribution and Wastewater Collection operations and maintenance including supervisory experience in a unionized environment.
- Thorough working knowledge of all applicable Acts and Regulations.
- Computer literacy and knowledge of infrastructure asset/maintenance management (IMS) technology, preferably Hansen software and mobile work management system.
- Minimum Class G driver's licence in good standing.
- Must have a vehicle to use for business purposes.
- Must be able to participate in 24/7 shared on-call rotation for system operations and environmental emergency response.
- Excellent interpersonal, time/project management, organizational, analytical, record keeping, work prioritization, problem-solving, and staff development/leadership skills required.

## **CORE BEHAVIOURS**

**Service Excellence:** Meets or exceeds service standards when interacting with customers in the community and in the organization.

**Change & Innovation:** Responds positively and professionally to change and helps others through change.

**Teamwork & Relationship Building:** Interacts with others in an inclusive, collaborative and respectful way that creates effective working relationships.

**Communication:** Communicates in a clear, professional and respectful way; demonstrates active listening.

**Accountable & Results Oriented:** Demonstrates ethical behaviour and accountability, aligns with City values, and abides by relevant policies and legislation.

**Management & Leadership:** Demonstrates self-management, professionalism and engagement; leads by example.

The City of Markham is committed to inclusive, accessible and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require an accommodation and we will work with you to ensure a barrier free hiring process.