

# Water Distribution Operator

## Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

## What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

## Position overview

Resumes are being accepted for the position of Water Distribution Operator within the Water Services Division. Reporting to the Supervisor- Water Distribution; the Water Distribution Operator will be involved in all aspects of operating and maintaining the City of Guelph Class IV Water Distribution System. The successful candidate will work alongside other distribution operators and demonstrate experience in all aspects of Water Distribution Operation and Maintenance in accordance with Water Services policies procedures and operations and in accordance with the requirements of the OIT and or Class regulatory certification. In conjunction and cooperation with the other operators and guidance of the Lead Hands, the successful candidate will undertake works assigned by the Distribution Supervisors while ensuring that both compliance and Health and Safety objectives are met. The successful candidate will have a focus on team building, quality customer service and continuous improvement. Guided by the goals and objectives of the City's Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Vision for an inclusive, connected and prosperous city.

## Key duties and responsibilities

- Operates the distribution system in accordance with the policies, practices and procedures of the City and Water Services and also in accordance with the requirements of their current level of certification.
- Installs, repairs and maintains any and all portions of the City's Water Distribution System and appurtenances, as required including the maintenance and repair of all equipment in Water Services Division operation.
- Communicate items of interest or concern to the Lead Hands or Supervisors for discussion and/or resolution.
- Responds to water distribution calls and provides advice to customers in a cordial and professional manner.
- Perform all manual and technical tasks assigned and assist in equipment operation as required.
- Complete daily work-orders and other related documentation; record and document works as required using provided devices such as computers, phones, tablets or logs
- Safely operate and perform routine daily maintenance and minor repairs to assigned equipment as required by the Operations Manual.
- Responsible for and complying with health and safety in accordance with the Occupational Health and Safety Act and applicable Federal, Provincial and City regulations, policies and procedures as well as regulations of the Ministry of the Environment and others as required.
- Completes and maintains all daily legislative and non-legislative records as they pertain to the Distribution system and Health and Safety.
- Support investigations of high/low pressure complaints, suspected water leaks, discolored water complaints and other similar events.
- Participates in all assigned training and other distribution initiatives
- Provide emergency service involving the water distribution system during regular or after hours, conducting assessments and immediate repairs and/or protection measures to ensure public health & safety, as well as system integrity
- Performs other related duties as assigned including but not limited to coverage of other operator and/or lead hand duties (as appropriate) or any other Water Services initiative.

## Qualifications and requirements

- Experience related to the duties listed above, normally acquired through the completion of a Grade 12 Diploma and 2 years' post-secondary education in engineering, environmental science or an operationally related discipline and 6-12 months' experience preferably in water related environment or working with related equipment and performing maintenance duties. Candidates with equivalent combination of education and experience may be considered.
- Must have in your possession Ministry of the Environment, Conservation and Parks (MECP) Operator in Training (OIT) Certificate for Water Distribution with the ability to obtain the Class IV Water Distribution (WD) Certificate.
- Preference will be given to candidates with a valid Class DZ drivers license with a good driving record. Candidates without DZ may be considered and will be required to obtain a DZ license within 6 months of hire through an external service. Successful candidates will be required to provide a current driver's abstract and CVOR prior to their start date to confirm their license is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take

into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.

- Knowledge of water distribution operations and legislative requirements as they pertain to the operation of a Drinking Water system.
- Knowledge of WHMIS and the Occupational Health and Safety Act.
- Knowledge of the Highway Traffic act and safe operation of vehicles.
- Able to perform physical requirements of position (e.g. lift objects of 25 kg, work in confined spaces and in all types of weather conditions) including after-hours works.
- A team player with good interpersonal skills and the ability to work both individually and as part of a crew.
- Excellent communication skills with the ability to interact with the public.
- Intermediate skills in Microsoft Office (Outlook, Word and Excel) and ability to use mobile tablet PC's and water related software such as Supervisory Control and Data Acquisition (SCADA) and Computerized Maintenance Management System (CMMS).
- Ability to document accurate paper and electronic records.
- Ability to use small tools and equipment.
- A satisfactory Police and Vulnerable Sector Record Check would be required at time of offer.

## Hours of work

Any five consecutive shifts; Monday through Friday between the hours of 7:00 am – 5:00 pm. Stand by and shifts are a requirement of this position (reasonable response time required). Distribution Operators for certain times of the year could be assigned to swabbing and flushing and work any four (4) consecutive ten (10) hour shifts between 7:00 pm and 7:00 am. Water Services is a 24hr operation throughout the year the successful candidate will be expected to regularly participate in both scheduled and unscheduled after- hours work.

## Pay/Salary

CUPE 241 OIT Grade 4: \$31.03 per hour

CUPE 241 Level 1-4 Grade 5: \$32.56 - \$35.49 per hour

## How to apply

Qualified applicants are invited to apply using our **online** application system. This posting will remain up until the position has been filled. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you

may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.