



Job Title: Manager Wastewater Operations

Job Opening: 42139

Business Unit: Public Works

Division: Water & Wastewater

Location: Thorold, Ontario

Standard Hours: 35 / week, Regular Full-Time

Salary Range: \$115,940.00 - \$136,400.00

Close Date: 2025-04-27

Division

Water & Wastewater

About Us

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

Job Summary

Reporting to the Associate Director, Wastewater Operations & Laboratory Services, the Manager Wastewater Operations is responsible for managing the daily operations of the area's wastewater treatment plants and remote facilities, ensuring their efficient operation and compliance with all regulatory agencies as the Overall Responsible Operator (ORO).

Education

- Post-secondary 3-year diploma or degree leading to engineering technologist certificate or equivalent.

Knowledge

- 10 years' experience in the operation and/or maintenance of wastewater treatment plants and systems with 5 years in a supervisory capacity

- Design and/or construction experience is preferred.
- Must possess and maintain MOE Wastewater Treatment Level 4
- A holder of a lower class licence will be required to obtain a Class IV treatment licence within 6 months of accepting the position.
- Knowledge of relevant Provincial and Federal Regulations, Employment Standards Act, and Occupation Health and Safety Act.

Responsibilities

Manages the assigned area, plants and systems, ensuring compliance with the Regulations, MOE Certificate of Approval, all applicable legislation and corporate policies and procedures.

- Ensures effective operating processes, policies and practices are in place, monitoring regulatory/legislative compliance and service quality, and identifying and addressing issues.
- Researches and advises in response to enquiries concerning operation, maintenance and staffing of facilities in the area.
- Conducts evaluation studies and prepares technical reports with recommendations.
- Inspects and monitors facilities in the area on a regular basis.
- Provides technical guidance and direction to operators in both routine and emergency situations.
- Responds to emergencies, complaints and requests for service, taking necessary actions and reporting back to Associate Director, Ministry of Labour and/or Ministry of Health and/or Ministry of the Environment as required.
- Assists in preparation of operating manuals for all sewage treatment and Regional facilities in the area, keeping current with information specified in manufacturers' manuals regarding operation and maintenance of the equipment.
- Ensures the proper scheduling and availability of the area staff for scheduled and emergency situations.

Develops, manages, and administers annual and multi-year Capital and Operating budgets for the operating unit ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Ensure goods and services are acquired in accordance with the procurement policy. Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures.

Manages people resource planning for the operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results.

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.

- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

Identifies opportunities for improving operations and services delivered, ensuring alignment with division priorities, and developing and presenting recommendations.

- Participates in the development of new policies and procedures (SOPs) or changes to existing policies or procedures relating to maintenance, operating and safety functions of wastewater treatment and facilities.
- Provides input into the design of new and upgraded sewage treatment processes and facilities from an operations perspective and directs the startup and takeover of new and upgraded treatment facilities and remote locations.
- Ensures the commissioning of new and upgraded equipment and facilities, including staff training and evaluation.
- Attends preconstruction contract review meetings and maintains continuous liaison with consultants, project supervisors and contractors during construction of new, revised or expanded wastewater treatment facilities.
- May act as a project manager for operations specific capital projects.

Maintains relationships with other local area municipalities, other government agencies, residents, manufacturers and suppliers of operating and maintenance materials and services.

- Keeps current with pertinent provincial and federal legislation and regulations affecting operations in the area.
- Liaises with residents and stakeholders in the area in the delivery of wastewater services, participating in public meetings.

Closing Statement

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges TODAY!

Let us know why you would be an excellent team member by submitting your online application at www.niagararegion.ca by April 27th, 2025.

We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.