



INTERNAL/EXTERNAL

THE CORPORATION OF THE CITY OF ST. THOMAS  
Environmental Services Department has an existing vacancy for a:

## **SUPERVISOR OF WATER & WASTEWATER**

Permanent, Full Time

Posting #1088-07-25

### **POSITION SYNOPSIS AND PURPOSE:**

This non-union position, under the general direction of the Manager of Water and Sewer, supervises and provides direction of water and wastewater operations crews, all within approved policies and guidelines in compliance with the Drinking Water Quality Management Standard (DWQMS) and Operational Plans for the provision of water and sewer services. Assists and provides day-to-day support and performs a variety of jobs related to water and sewer operations, provides exceptional customer service responding to water and sewer inquiries, and provides technical recommendations through various mechanisms i.e., internal reports. This position provides technical support and recommendations in the planning, design review, and inspection process. Assists in project management of capital projects and the planning and implementation of water/sewer and Inflow and Infiltration studies and programs.

### **MAJOR RESPONSIBILITIES AND ACCOUNTABILITIES:**

#### **Operational (60%)**

- Co-ordinates, schedules and monitors staff assigned to the maintenance of the City's water distribution, sewage collection, storm drainage and storm water management infrastructure, all within approved guidelines.
- Oversees the daily work activities by conducting regular site visits in order to confirm the quality of work and ensuring appropriate inventory levels and equipment are available.
- Co-ordinates all water related implementation of Capital projects including testing, commissioning, and infrastructure connections to live water system.
- Administers in house projects, monitors budgets, and ensures contractor compliance with legislative DWQMS requirements and contractual requirements
- Ensures that the quality, timely progression and completion of work projects are carried out in accordance with Municipal/Provincial standards.
- Carries out inspection duties with regards to keeping accurate records of the operating conditions of all underground services to reduce liability claims and to ensure that quality standards are being maintained.
- Assists with the engineering design review and tender documents for capital projects.
- Assists in the preparation of short and 15-year planning studies regarding water distribution and water rates, sewer studies and overflow reductions.
- Prepares budget recommendations and monitors operational costs
- Reviews and updates water/wastewater operational policies and strategies including associated municipal by-laws.
- Assists in the updating and implementation of the DWQMS program
- Supports and upholds an accountable work environment that achieves compliance and encourages

continuous improvement through the optimization of assets and processes (work methods, problem solving and staff development).

- Aids in preparation of tender documents for the implementation of advanced rehabilitation of trenchless technologies for watermain, storm sewer and sanitary sewers.
- Researches and recommends new water and sewer technologies, policies, and procedures. Introduces new products, vendors and establishes guidelines for acceptance of use. Researches and provides technical guidance on the water/sewer design of new and ongoing projects.
- Assists with the administration of the St. Thomas Secondary Area Water Supply System and the St. Thomas wastewater collection system.
- Provides information to the Asset Management Coordinator to ensure accurate drawings and plans new and existing infrastructure within the GIS.
- Summarizes and analyzes data related to water operations for use in the development of annual reports as required to comply with all relevant regulations.
- Assists in the preparation of council reports and attend council meetings as required.
- Supports the development of Quality Management Systems for water, wastewater and stormwater.
- Implements Quality Management Systems in accordance with requirements of DWQMS standards and operational procedures.
- Coordinates and works collaboratively to develop, implement, and maintain standard operational procedures for water distribution and wastewater collection.
- Coordinates with other city departments on new and ongoing projects and provide expertise related to the water distribution and sewer collection system operations.
- Performs other duties, responsibilities and functions as assigned.
- Provides backup coverage in the absence of the Manager of Water and Sewer and acts as Overall Responsible Operator (ORO) as required.

#### **Leadership/Supervisory (40%)**

- Supports, motivates, and directs Water & Sewer staff.
- Participates in interviewing, selecting and hiring new Water & Sewer staff.
- Provides orientation of Water & Sewer staff and directs their training.
- Monitors and/or approves employee timesheets, sick time, banked time, vacation requests and overtime.
- Recommends short and long-term strategic objectives as it pertains to growth of the water system, upgrades, and infrastructure plans
- Appraises performance and conducts performance reviews.
- Provides mentoring and coaching support, identifies group and individual training needs, and encourages continuous learning.
- Assists in the preparation of Emergency management protocol and procedures and trains staff accordingly
- Identifies potential water and wastewater system risks and works collaboratively to develop mitigation strategies and response plans.
- Coordinates water and wastewater disaster training as part of risk mitigation planning including development of prevention strategies with focus on water quality management.
- Conducts investigations and addresses performance management issues in conjunction with the Manager of Water & Sewer
- Ensures operations and practices are consistent with the terms of the Collective Agreement.
- Provides daily front line supervision of staff including work program scheduling, resource allocation, workflow monitoring, work orders and documentation.
- Maintains effective working relationships with the general public, other public bodies, senior levels of governments, other Civic Departments and Service Area Staff.
- Oversees, coordinates and schedules the activities of contractors required to provide effective project implementation and cost control.

- **Financial Accountability (constant and ongoing)**
- Prepares business cases for alternative service delivery programs including recommending annual budget allocations.
- Contributes to capital budget development and planning of large-scale water and wastewater projects.
- Monitors and adjusts operational budget spending within established policies and procedures as required.
- Coordinates the local purchasing of materials and the hiring and supervision of contractors and rental equipment within approved policies, to ensure the efficient and timely completion of projects.
- Ensures completion of duties within established operating budgets.

#### **Customer Service (constant and ongoing)**

- Provides customer service and assistance to the general Public, City staff and outside agencies, answers telephone calls regarding water and sewer service. Attends public meetings as required.
- Effectively responds to enquiries, concerns and complaints from residents, the public, user groups, senior staff and other departments. Ensures that enquiries and complaints are appropriately investigated and addressed in accordance with corporate customer service guidelines.
- Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups and constituents and numerous civic and city departments and other levels of government.

#### **Health and Safety (constant and ongoing)**

- Acts on behalf of the Corporation and shall ensure compliance of the Occupational Health and Safety Act and Regulations and is responsible for the health and safety of City employees.
- Participates in and administers the Corporate Health and Safety Policies and Procedures as well as Statutory Regulations which affect the employees, residents, and operations of the Corporation.
- Ensures that standards for safe working conditions are observed.
- Evaluates operational risks and mitigates such risks by ensuring that all staff have received adequate and appropriate safety and technical training to ensure that work is performed in an effective, efficient, safe and productive manner. Arranges for external training when required and maintains training records in accordance with the Safe Drinking Water Act.
- Ensures that staff use and wear the equipment, protective devices or clothing as stipulated by the City, Provincial and legislated agencies' procedures, policies and acts.
- Advises staff of the existence of any potential or actual danger to the health or safety of the worker of which the Supervisor is aware.
- Participates as Management member of the Joint Health & Safety Committee

### **MINIMUM QUALIFICATIONS:**

#### **Education**

- Minimum two (2) year Post Secondary School Diploma in Civil Engineering, Environmental Studies or related field
- A minimum Ministry of Environment, Conservation and Parks (MECP) Class 3 Wastewater Collection and Class 3 Water Distribution Operator Certificate is required

#### **Experience**

- Five (5) years operating experience with a minimum of two (2) years demonstrated supervisory experience in the function and operating methods of sewage collection systems and water distribution systems or an equivalent combination of education, training, and experience

### Knowledge/Skill/Ability

- Knowledge and understanding of the Occupational Health and Safety Act and associated regulations, Safe Drinking Water Act, Ontario Water Resources Act, Environmental Protection Act, Clean Water Act and all applicable regulations, Environmental Compliance Approvals, as well as Drinking Water License.
- Must possess knowledge in the operation of Public Works equipment.
- Highly organized with a demonstrated ability to prioritize and meet deadlines.
- Strong conflict resolution skills.
- Excellent leadership, interpersonal and team building skills.
- Trouble-shooting and analytical skills.
- Self-motivated with a demonstrated ability to function positively in a diverse range of teamwork situations.
- Exceptional written and verbal communication and interpersonal skills with the ability to manage staff in a progressive manner that promotes communication and teamwork.
- Excellent problem-solving skills and ability to deal with the public with diplomacy and tact.
- Must be computer literate including knowledge of Microsoft Office software.
- Must be competent within the meaning of the Occupational Health & Safety Act and be capable of issuing clearly understandable written and verbal instructions.
- Must possess effective management and interpersonal skills to work in a team environment and deal effectively with consultants, contractors, and the public.
- Excellent customer service skills with strong problem solving and conflict resolution skills.

### Other

- Ontario Driver Record required.
- Must possess a valid Class "G" Ontario Driver's Licence and access to reliable transportation.
- Must possess a valid Class "DZ" Ontario Driver's Licence (must obtain within a reasonable timeframe)
- Satisfactory Police Record Check.
- Familiar with Trenching and Shoring Regulations and Book 7
- Will be required to work outside and beyond the normal hours of work.
- Requirement to carry cell phone to respond to afterhours issues and act as the backup Overall Responsible Operator.

### HOURS OF WORK:

The normal workweek consists of 40 hours; 7:00 a.m. to 3:30 p.m. with a ½ hour unpaid lunch; Monday to Friday. Will be required to work outside and beyond the normal hours of work. Requirement to carry cell phone to respond to afterhours issues and act as the backup Overall Responsible Operator.

### WHAT WE OFFER:

- Remuneration: \$91,534 - \$111,260 per annum (Group 11)
- Comprehensive Benefits
- OMERS Pension Plan
- Paid Vacation and Holidays
- Employee Family Assistance Program (EFAP)
- Tuition Reimbursement Program (continuous learning)

**Applications must be received no later than Friday August 1, 2025, at 11:59 p.m.**

To view the full job posting and how to apply, please visit [www.stthomas.ca](http://www.stthomas.ca) – Employment, Employment Opportunities or <https://jobs.dayforcehcm.com/en-CA/stthomas/CANDIDATEPORTAL/jobs/6892>

*The City of St. Thomas is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment*

*process, you must provide your accommodation needs in advance. Questions may be directed to the Human Resources Department at 519-631-1680 ext. 4146.*

*Although we appreciate all applications received, only those selected for an interview will be contacted.*

*Personal Information on this application is collected under the authority of the Municipal Act., R.S.O. 2001, as amended, and will be used to determine eligibility and suitability for employment with the City of St. Thomas.*