

Job Title: Supervisor, Linear Systems (Water Distribution Supervisor)



Requisition ID: 18469

Department: Infrastructure & Water Services Dept.

Service: Water Linear & Customer Services

Branch: Water Distribution Branch

Employment Type: 1 Full-time Permanent All shifts; Weekends and 24 hour on-call required. Shifts to be determined based on operational needs.

Work Hours: 40.00 hours per week

Affiliation: CUPE 503 Inside/Outside

Salary Information: \$90,573.60 - \$105,976.00 annually (2024 rates of pay)

Location: 951 Clyde Avenue

City: Ottawa, ON

Job Category: Labourer Jobs

Application Close: 30/07/2025

JOB SUMMARY

The Water Distribution Branch manages the operation and maintenance of City of Ottawa's water distribution system to ensure the continuous and adequate supply of high quality potable water to customers at the lowest cost.

The Wastewater Linear Collection Branch is responsible for the operation and maintenance of the City's Wastewater Collection infrastructure and systems including communal wastewater treatment facilities and wastewater system, and oversees the Sewer Use Program.

You are responsible for supervising, scheduling, organizing, coordinating and controlling the work activities of staff engaged in the installation, testing, operation, repair and maintenance activities associated with City of Ottawa linear systems for water distribution and delivery, or wastewater collection, in accordance with all applicable regulations, policies, procedures and guidelines (federal, provincial and city).

Work activities in water distribution include:

- excavation, system inspection and physical condition assessments
- repair, maintenance and operation of linear distribution components such as water main piping, water services, valves and fire hydrants
- connections, blankings and new installations through operational, capital and development projects
- location of underground water/sewer utilities
- pressure flow testing
- installation and maintenance of temporary overland services
- water disinfection by chlorination
- dechlorination of chlorinated water discharge, in accordance with legislative regulations
- installation/maintenance/repair/replacement of water meters including seasonal meters, broken end points
- investigation of metered water consumption and resolution of customer metering complaints
- fire line testing, large and small meter testing
- response/investigation/diagnosis and resolution of leaks within water distribution and delivery system, and water quality issue management
- investigation of loss of water pressure
- reinstatement of roadworks, landscaping, post-excavation
- customer complaint/dispute resolution and investigation/follow-up on complaints

EDUCATION AND EXPERIENCE

Completion of 2 year community college diploma as a civil/mechanical engineering technician, preferably with emphasis in environmental, water distribution or wastewater collection or related municipal fields.

For Water Distribution:

Minimum of 6 years of Operating experience of which 5 years are as Operator-In-Charge in a Class 3 (or higher)

licensed Water Distribution System.

For Wastewater Collection:

Minimum of 6 years of Operating experience of which 5 years are as Operator-In-Charge in a Class 3 (or higher) licensed Wastewater Collection System.

CERTIFICATIONS AND LICENCES

Must obtain and maintain Ontario MOE Class 3 Operator Certificate within the applicable Drinking Water/Wastewater process area, within the timeframe determined by the employer

Must obtain and maintain Ontario MOE Class 2 Operator Certificate within the applicable Drinking Water/Wastewater process area, within the timeframe determined by the employer

Valid Ontario unrestricted DZ class driver's licence (or provincial equivalent) with no more than 6 demerit points accumulated

Must complete all required on-the-job training/certifications (e.g. WHMIS, fall arrest, confined space entry, etc.) within the timeframe determined by the employer.

KNOWLEDGE

- City, department and branch by-laws, policies, procedures, standards and specifications affecting the installation, maintenance and repair of linear systems
- Collective Agreement covering CUPE 503 employees and the principles of supervision in a unionized environment
- Regulatory requirements (Ministry of Environment (MOE), Commercial Vehicle Operator Registration (CVOR) requirements, Fire Code and Confined Spaces requirements)
- Knowledge of branch procedures for the incident escalation response plan (IERP)
- Detailed knowledge of techniques and equipment used to safely excavate around, under, or in close proximity to other utility structures, i.e. gas, hydro and Bell, including trenching and shoring
- Knowledge of job scheduling and materials requisitioning
- Operations & Maintenance Manual (O&M)
- Traffic control and roadway work (MOT Traffic Control Manual) in relation to unit operations
- Safe operation of equipment such as backhoes/hoists/single axle and tandem dump trucks
- Advanced knowledge and topic mastery, as defined by the MOE certification document entitled "Water Distribution Need to Know Guide" most current edition, for the MOE level III Water Distribution Operator Certificate/license, and comparable corresponding knowledge/topic mastery as defined under requirements for level III Waste Water Collection Operator Certificate/license
- Must possess the training, experience and knowledge to organize the work and its performance
- Must be familiar with all applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and city policies and procedures

COMPETENCIES, SKILLS AND ABILITIES

- Work independently with minimal direction, and collaboratively with all staff as part of a team
- Able to read, understand and interpret engineering design plans, maps, related documents, technical manuals, and work orders
- Able to analyze problems to develop solutions to problems involving resources, scheduling, technical and other difficulties
- Able to formulate, communicate and execute a plan
- Demonstrated ability to supervise staff directly, to organize the work of a decentralized work force, to lead, develop and motivate staff, and coordinate/assign work and manage work quality, scheduling and completion
- Able to mentor, support, train/guide employees and to evaluate their job performance
- Able to exercise judgment and to make authoritative decisions where time may not permit soliciting advice from more senior staff
- Demonstrated ability and willingness to communicate and enforce city, department and branch objectives, policies and procedures
- Deal effectively with work pressures of multiple demands, conflicting priorities and stressful situations
- Able to operate service vehicles and demonstrate the use of required tools and equipment
- Possess computer literacy in MS Office Suite in a Windows environment, including use of SAP, Outlook, Internet and specialized software programs relating to the work of the unit
- Possess the ability to operate within a computerized Maintenance Management System
- Possess effective interpersonal, report writing and oral/written communication skills

- Possess active listening skills to listen, probe, and provide feedback during customer contacts
- Possess a work record of satisfactory attendance and job performance
- Possess general mechanical aptitude
- Possess resourcefulness and initiative
- Possess effective judgement and decision-making capabilities to manage operational, financial, human and physical resources
- Demonstrate a positive attitude, flexibility, reliability and adaptability
- Able to work overtime, and to work in an on-call rotation

Core Behaviours

Core behaviours define the City's expectations of the behaviours employees should demonstrate in performing their work. They are reflective of the City's culture and values and guide all our present and future activities.

Every employee is encouraged to learn, embody, and demonstrate these core behaviours.

Review the [Core Behaviours](#).

Leadership Competencies

The City has defined key competencies that leaders are expected to embody and demonstrate to successfully move the organization towards achieving its strategic objectives and create an organizational culture that supports and empowers employees to excel, grow and reach their full potential. These leadership competencies and associated behaviours are expected to be demonstrated by leaders at all levels of the organization.

Review the [Leadership Competencies](#).

WHAT YOU NEED TO KNOW

- Language Requirement: English oral, reading, writing
- Police Record Check: The successful candidate will be required to complete a Criminal Records and Judicial Matters Check (Level 2) with the Police Services detachment in their jurisdiction to the City of Ottawa's satisfaction.; Police record checks completed by a third-party company will not be accepted.
- Driver's License Requirement: A valid Ontario unrestricted G class driver's license (or provincial equivalent) with no more than 6 demerit points accumulated
- You may initially be paid 95% of your starting rate of pay, in accordance with the collective agreement.
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.
- Please save a copy of the job poster. Once the closing date has passed, it will no longer be available.

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from members of Indigenous, Black and other racialized communities, persons with disabilities, women and non-binary persons, persons of all ethnic origins, religions, sexual orientations, classes, gender identities and expressions.

Candidates are encouraged to self-identify as a member of one or more designated employment equity groups in the self-identification questionnaire.

The City of Ottawa provides accommodation to applicants during all parts of the hiring process, upon request. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the Employee Service Centre at 613-580-2424 extension 12211 or via email at esc-cse@ottawa.ca.