



Manager, Water/Wastewater

Department: Public Works
Division: Water and Wastewater Division
Reports to: Director, Public Works

Position Objective

Lead and direct the organization, operation, strategic planning and efficient delivery of water and wastewater services to ensure achievement of Division goals. This position works closely with other Division Managers.

Designated as Overall Responsible Operator (ORO) for water and wastewater subsystems and certified in accordance with provincial government standards. (See also Corporation's Drinking Water Quality Management System - DWQMS)

Duties & Responsibilities

1. Assess, plan, lead and coordinate the regular inspection, maintenance, rehabilitation and construction of municipal waterworks, wastewater works and associated accessories and fixtures through the scheduling and direct supervision of regular staff, students and deployment of equipment and tools.
2. Perform the legislated duties and responsibilities of Overall Responsible Operator.
3. Collaborate with other Division Managers on overall operations and management of the municipal Water and Wastewater Division.
4. Perform all operational responsibilities in absence of Director.
5. Oversee implementation and maintenance of the Drinking Water Quality Management System, preventative maintenance, unaccounted for water, and extraneous flow reduction programs.
6. Administer the programs, plans, policies, procedures and systems necessary for the Corporation of the City of Port Colborne to comply with all federal, provincial and municipal environmental regulatory requirements.
7. Oversees the City's utility locate program.
8. Manages the municipal drain capital and operational works for the municipality in accordance with the Drainage Act.
9. Continually develop and implement standard operating procedures to ensure on-going compliance; prepare municipal utility for annual government audit.
10. Actively participate in upper tier water and wastewater committees and common initiatives.
11. Participate in on-site consultations, inspections and project monitoring.
12. Prepare annual estimates and budgets for the Division and submit same to Director for Council approval; control and monitor Division budget, including operating and capital



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- expenses; establish/maintain inventory control procedures; and/or approve acquisition of supplies and services for Division use.
13. Prepare specifications for tenders and quotations; review bids and make recommendations.
 14. Formulate and administer short and long-term policy and operational objectives and special projects.
 15. Prepare and, when required, present administrative and status reports, policy recommendations, by-laws and/or resolutions for the Director, Public Works and/or Council's consideration.
 16. Regularly interact with internal contacts and external partners, vendors, agencies and stakeholders to facilitate effective service delivery.
 17. Maintain current knowledge of relevant legislation, regulations and best practices and recommend and/or take appropriate action in response.
 18. Participate in the selection of Division staff; support evaluation, training, development and discipline of staff; participate in employee relations meetings; develop and deliver approved in-house utility training modules.
 19. Ensure adherence to collective agreement, corporate policies, Occupational Health and Safety Act, The Corporation's Health and Safety Policy and all other relevant legislation.
 20. Receive and respond or co-ordinate responses to claims, customer enquiries and complaints; monitor customer satisfaction.
 21. Investigate, develop and implement process improvements.

Education & Experience

- Two (2) years post-secondary education in Civil Engineering Technology
- Certified Engineering Technologist (CET)
- Possess and maintain valid provincial government Class I Distribution Certificate and Class I Collection Certificate
- Valid drivers' license
- Basic First Aid and CPR
- Four (4) to five (5) years progressive experience in municipal utility, including a minimum of 3 years of supervisory experience.

Knowledge

- Applied, technical knowledge of municipal water, wastewater and storm water systems; their construction, maintenance and repair, including water quality monitoring
- Applied, technical knowledge of applicable statutes, regulations and standards, in particular the Public Utilities Act, Ontario Water Resources Act, Safe Drinking Water Act, Highway Traffic Act, Municipal Act, Occupational Health and Safety Act, Employment Standards Act, the Collective Agreement, WSIB and human resource policies
- Applied, technical knowledge of computer hardware and software applications, including word processing, spreadsheet and database programs
- Applied, technical knowledge of management practices and procedures



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- Technical knowledge of fleet and heavy equipment management
- Technical knowledge of consultant and construction contract supervision
- Technical knowledge of budgeting and tendering procedures
- General knowledge of office procedures, practices and equipment
- General knowledge of local government or public sector organization

Skills & Ability

- Accountability for overall Division performance
- Organize, lead and direct others in attaining Corporate goals by setting high performance standards while managing risk
- Requires specialized judgment, decision-making and problem-solving
- Lead by example; motivate and manage staff members
- Requires specialized judgment, decision-making and problem-solving
- Analyze and solve complex problems and recommend innovative, practical solutions
- Concern for quality and standards
- Communicate clearly; openly and honestly
- Operate computer and various business software applications
- Demonstrate ethical conduct, political sensitivity, discretion, integrity and reliability
- Establish and maintain effective partnerships
- Willing to adapt to change, learn and practice new skills
- Organize and accurately complete necessary reports and forms

Supervision

List direct reports here.

- Utilities Crew Leader
- Utilities Crew (x8)
- Environmental Compliance Supervisor
 - Utilities Technician (indirect)
 - Climate Change Coordinator (indirect)
- Drainage Superintendent
 - Drainage Technologist (indirect)

Work Demands

- Generally defined independence; reporting and control generally accomplished by results
- Attend meetings if and as required, including meetings during non-traditional working hours



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- Work requires specialized judgment
- Functionally defined independence; situations often controlled by functional practices
- Errors would result in costly re-work or major breakdown
- Regular inside contacts throughout the organization, primarily at management and senior management level and in person with public, councilors, contractors and vendors
- Combination of office work and outside work; exposure to some disagreeable conditions
- On-call as required; work may extend into evenings and weekends; service demands can be unpredictable

Chief Administrative Officer

Date