



Continuous Improvement Administrator (Environmental Services)

Regular Full Time

Markham, ON, CA

Requisition ID: 3408

Salary Range: \$57,135 To \$64,197 (CAD) Annually

Please note that the salary range is an estimate as this position is scheduled for job evaluation in June 2023

The City of Markham is proud to be recognized for the 3rd consecutive year as one of Canada's Best Employers, and ranked in the top three for Government Services by Forbes and Statista Inc! The City of Markham is a dynamic and change-oriented leader that stands out from other Canadian municipalities. The recipient of multiple environmental awards, we are recognized for our innovative sustainability and urban planning initiatives as much as for our fiscal accountability. More than 353,000 residents call Markham home and benefit from our rich heritage, culturally diverse environment, vibrant local economy and focus on quality of life.

Applications are now being accepted for the regular full-time **Continuous Improvement Administrator** position in Environmental Department, Community Services Commission. While all applications will be received, current members of CUPE Local 905 (Inside Workers) will receive first consideration. To apply for this position, please submit your cover letter and resume online at www.markham.ca/careers by **June 16, 2023**.

JOB SUMMARY

The Continuous Improvement Administrator reports to the Supervisor, Continuous Improvement and coordinates all aspects to maintain the drinking water Quality Management System (QMS), Wastewater Management System (WWMS) and Stormwater Management System (SMS), (collectively as Environmental Services (ES) Management Systems). The Continuous Improvement Administrator will prepare documents and support management system activities to comply with regulations applicable to the drinking water, wastewater and stormwater systems. This role is also responsible for the coordination of the department's training and certification to comply with provincial/municipal regulations. The Administrator will work closely with department staff and Managers to ensure that all of the requirements of the ES Management Systems, training and certification are met, and that personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of Markham's water distribution, wastewater collection and stormwater systems.

KEY DUTIES & RESPONSIBILITIES

- Maintain the ES Management Systems in accordance with the requirements of applicable system standards and the policies and procedures documented in the Operational Plans.
- Ensure that the Operational Plans and its associated documents and records are controlled and maintained in accordance with established procedures. Review and revise documents with managers and staff to ensure documents are current.
- Primary administrator of the document management system (Intalex) for the department. Upload revised documents to ensure the latest version is available and communicated to all staff. Administer user accounts.



- Ensures that all ES personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the water distribution, wastewater collection and stormwater systems, and that staff are aware of the relevance of their duties.
- Promote the awareness of the ES Management Systems throughout Environmental Services and internal support departments. Communicate relevant updates and conduct refresher training with staff.
- Develop the annual internal audit plan as the Lead Auditor and oversee the team of auditors. Prepare the internal audit summary report with auditors.
- Develop and maintain training records database in compliance with legislative requirements, including O. Reg. 128/04 and O. Reg. 129/04, and other professional designation requirements (i.e. track Continuing Education Units [CEU], and On-the-job practical training)
- Assists with managing Training budget, ensuring costs are controlled and monitored on regular basis
- Coordinate training and conference requests with staff, prepare proposal documents and follow-up with management for approval.
- Ensure required courses/hours of ES staff are communicated, tracked, and met to maintain compliance of licenses and certification
- Coordination and planning of annual Training calendar is prepared, approved, and followed-through, with ongoing communication to staff
- Support the development of programs, policies and procedures pertaining to department training
- Liaise with internal/external training resources and agencies to bring forth required and/or beneficial training and education to staff members
- Prepare periodically or as required status reports on staff training and license upgrades/renewals to staff, management
- Coordinate operator licenses/certifications and other staff designations to ensure renewals and upgrades are processed in a timely manner to comply with regulatory requirements.
- Other duties as assigned (i.e. support other management system activities as required).

MINIMUM REQUIREMENTS

- Relevant university degree/college diploma in Business, Public Administration, Environmental Studies, Environmental Technology or related discipline. 3-5 years of relevant experience. QMS Internal Auditor training is an asset.
- Demonstrated training and development related experience, preferably gained in a unionized public sector environment
- Sound knowledge of Quality Management Systems and standards, principles and procedures including risk assessment, auditing procedures, business/work analysis and process mapping techniques, and quality assurance.
- Knowledge of waterworks operational practices, issues, legislation and regulations. Ability to align the Drinking Water Quality Management Standard (DWQMS) programs with department, corporate and commission goals and objectives.
- Excellent interpersonal, project management, organizational, analytical, written and oral communication, prioritization, problem solving skills are required.
- Knowledgeable in the Ontario Safe Drinking Water Act, and other relevant legislation/regulations/guidelines related to training and licensing for water distribution and wastewater collection systems and best practices, and records retention requirements, current municipal water/wastewater issues.
- Computer literacy utilizing word processing, spreadsheets, presentation, project management and database software. Familiarity with Intelex software is a valuable asset.



- Familiar with the Occupational Health and Safety Act
- Access to personal vehicle is preferred

CORE BEHAVIOURS

- **Service Excellence:** Meets or exceeds service standards when interacting with customers in the community and in the organization.
- **Change & Innovation:** Responds positively and professionally to change and helps others through change.
- **Teamwork & Relationship Building:** Interacts with others in an inclusive, collaborative and respectful way that creates effective working relationships.
- **Communication:** Communicates in a clear, professional and respectful way; demonstrates active listening.
- **Accountable & Results Oriented:** Demonstrates ethical behaviour and accountability, aligns with City values, and abides by relevant policies and legislation.
- **Management & Leadership:** Demonstrates self-management, professionalism and engagement; leads by example.

The City of Markham is committed to inclusive, accessible, and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require an accommodation and we will work with you to ensure a barrier free hiring process.

The City of Markham has established a mandatory vaccination requirement for staff related to the COVID-19 pandemic. As a result, should you be a successful candidate for a position with the City of Markham you will be required to provide proof of full vaccination upon a conditional offer of employment. Should you require accommodation in accordance with the Human Rights policy with respect to your vaccine status, you will be required to disclose that at the time of conditional offer so that an accommodation can be developed prior to your start date.

We thank all applicants who have applied. However, only those applications selected for an interview will be contacted.