



Supervisor, Waterworks

Regular Full Time

Requisition ID: 3709

Salary Range: \$99,224.00 To 116,765.00 Annually

The City of Markham is proud to be recognized for the 4th consecutive year as one of Canada's Best Employers by Forbes and Statista Inc. In 2024, the City of Markham is ranked the top city in Ontario and in the top 10 for Government Services. The recipient of multiple environmental awards, we are recognized for our innovative sustainability and urban planning initiatives as well as our fiscal accountability. More than 357,000 residents call Markham home and benefit from our rich heritage, culturally diverse environment, vibrant local economy and focus on quality of life.

Join us and make a lasting difference!

Applications are now being received for the regular full-time Supervisor, Waterworks position in the Environmental Services Department, Community Services Commission. Please apply by **February 16, 2024** at www.markham.ca/careers

JOB SUMMARY

- Responsible for coordination and supervision of Water Distribution, Wastewater Collection and Stormwater system operations and maintenance.
- Key responsibilities include supervising and field implementation of customer service request investigations, planning and completing corrective and preventative maintenance programs; water quality maintenance programs; regulatory compliance programs for water quality and wastewater disposal; regulatory compliance with QMS Policy, Operational Plan, System Level Documents, Standard Operating Procedures and Work Instructions for all Waterworks activities; programs for By-Law investigation and compliance; and water and wastewater asset inspection programs and capital projects.
- Responsible to supervise reactive or corrective maintenance, and ensuring that emergency repairs are completed on all Waterworks assets within described time.
- Will assume the duties of the Operator-in-Charge and Overall Responsible Operator as required.
- Responsible for contract tendering contract administration, budget monitoring and supervision of contractor for various services.

KEY DUTIES & RESPONSIBILITIES

- Coordinates and supervises field operations for the City's water distribution, wastewater collection and stormwater collection systems.
- Responsible to review completed work-orders, customer service requests, and employee timesheets to ensure completeness and quality of data collected.
- Working with other Waterworks Operations staff, develops and prepares the requirements of inspections, work orders and customer service requests used in City of Markham computerized asset management and work management systems.



- Plans and supervises field implementation of approved preventative maintenance and inspection programs for water distribution, wastewater collection and stormwater collection system assets to maximize the in-service life of assets to reduce the risk of drinking water contamination, system failure and associated liabilities for the City.
- Planning and scheduling of the work program to meet approved corrective, preventative maintenance and repair programs for water, wastewater and stormwater; schedules and approved service levels; assigning appropriate staff resource and/or procuring required contracted services; supervising the work of City of Markham staff and contractors; preparing contract documents and administering contracts for externally contracted services.
- Reviews the effectiveness and efficiency of preventative maintenance programs using Key Performance Indicators (KPIs); employee productivity measures and trending; industry benchmarking and other analytical tools.
- Participates after-hours for “on-call” coverage on a rotational basis to supervise Waterworks Operators performing “on-call” duties. Assume the duties of the Operator-in-Charge and Overall Responsible Operator when assigned to after hours “on-call” duties
- Plans and supervises field implementations of water quality activities related to water distribution, wastewater collection and stormwater collection system assets. Duties include: planning and delivery of scheduled and unscheduled sampling activities required to meet all Provincial Regulations and requirements of water quality and to meet approved service levels and schedules; assigning appropriate staff resource and/or procuring required contracted services; supervising the work of City of Markham staff and contractors; preparing contract documents and administering contracts for externally contractor services. Reviews the effectiveness and efficiency of corrective programs using \KPIs; employee productivity measures and trending, industry benchmarking and other analytical tools.
- Investigates and responds to emergencies within the water distribution, wastewater collection and stormwater collection system. Responsibilities include: identifying the nature of the emergency through appropriate investigations; responding to emergencies in accordance with the approved Waterworks Emergency Management policies and emergency response to City-wide emergencies in accordance with the City’s approved Emergency Preparedness program. Duties include: assigning appropriate staff resource and/or procuring required contracted services; supervising the work of City of Markham staff and contractors; communicating with other City of Markham departments and staff; communicating with local area municipalities, upper tier municipalities and Provincial Ministries.
- Provides technical and operational review of engineering designs for new development and projects for the City of Markham capital works projects for the water distribution system and the wastewater collection system.
- Provides recommendations related to new infrastructure, assets rehabilitation, replacement, facilities, equipment and upgrading.
- Provides instructions to Waterworks Staff and performs on the job training
- Plans and supervises field implementations of customer service activities related to water distribution, wastewater collection and stormwater collection system assets.
- Coordinates and supervises field operations for the commissioning of water distribution, wastewater collection and stormwater collection system assets, and the inspections required for clearance to issue



building permits, “Acceptance for Maintenance Period” inspections, and “Final Assumption” in new developments and capital works projects.

- Working with the Sr. Manager of Waterworks Operations, creates, updates, and maintains processes, documents and records necessary for the ongoing implementation of the Waterworks Quality Management System (QMS).
- Develops and prepares Standard Operating Procedures (SOPs) and Work Instructions (WIs) for staff to follow.
- Assures that SOPs and WIs are uniformly implemented by all staff and that all staff understands QMS Operational Plan, Policy and System Level Documents (SLDs) and assures that they are implemented in all daily activities.
- Monitors Operator compliance with legislative/regulatory requirements including coordinating training requirements, maintaining certificates, reporting requirements, and records retention/management.
- Conducts performance management/review, coaching/mentoring, compliance, with health and safety requirements, collective agreement administration, time sheet and payroll submissions, progressive discipline and termination recommendation.
- Participates in the preparation of Waterworks Operations and Maintenance capital and operating budgets; administers approved budgets including reconciliation of assigned accounts and authorization of expenditures; contributes to Waterworks Operations and Maintenance business/work planning.
- Participates in the preparation of tender documents; provides input to hiring of contractors to assist with/undertake maintenance/repair projects, capital equipment and materials/supplies procurement as required; monitors their work/product and administers the agreements/contracts in accordance with City policies/procedures, as assigned.
- Acts in the absence of the Sr. Manager of Waterworks Operations, as assigned.
- Champions the corporate/commission/departmental vision, mission and values within the Waterworks Operations & Maintenance, and among colleagues and co-workers
- Undertakes special projects and performs other duties as assigned, in accordance with departmental or commission/corporate objectives.
- Responsible to facilitate and enable training and on-the-job training for Operations & Maintenance staff, including coaching/mentoring and Health & Safety training as required
- Other duties as assigned.

MINIMUM REQUIREMENTS

- A combination of 7 years of experience in Water Distribution and Wastewater Collection including experience in coordination of schedules and contractors.
- Community College Diploma in Civil, Environmental or Mechanical Engineering, with an emphasis on Water Distribution & Wastewater Collection Systems.
- Eligibility for or holder of a Certified Engineering Technologist (CET) designation from the Ontario Association of Certified Engineer Technicians and Technologists (OACETT) preferred.
- Eligibility for or holder of Ministry of Environment, Conservation and Parks (MECP) Water Distribution Operator Certificate and Wastewater Collection License equal to the system classification (Class 2 or higher), accompanied by willingness to upgrade in the event that system classification increases.



- Demonstrated experience in municipal water distribution and wastewater collection operations including supervisory experience in a unionized environment.
- Excellent interpersonal, time/project management, organizational, analytical, recordkeeping, work prioritization, problem-solving and staff development/supervisory skills.
- Thorough working knowledge of Ontario Safe Drinking Water Act and associated Regulations, Drinking Water Quality Management Standard (DWQMS), Ontario Water Resources Act (OWRA), Building/Plumbing Code and other relevant legislation/regulations/guidelines, Operator training and certification requirements, water distribution and wastewater collection systems and maintenance/operations standards and preventative maintenance/quality assurance practices, sewer flushing and camera operation, pumping station maintenance, customer service principles, the Occupation Health and Safety Act including confined space regulations/policy, labour relations principles and collective agreement administration, and contemporary management practices;
- Knowledge of current municipal water/wastewater issues, water quality sampling/reporting and records retention requirements, productivity benchmarking and maintenance management processes.
- Computer literacy utilizing word-processing, spreadsheet, and Waterworks-related database software and the Internet; experience with infrastructure asset/maintenance management (IMS) technology – preferably Hansen software.
- Class G Driver's License in good standing and reliable vehicle to use on corporate business.
- Availability to participate in 24/7 share on-call rotation for system operations and environmental emergency response.

CORE BEHAVIOURS

- **Service Excellence:** Leads and supports staff in meeting or exceeding service standards when interacting with customers.
- **Change & Innovation:** Effectively implements change and supports and involves staff through change transitions.
- **Teamwork & Relationship Building:** Leads and supports staff in working together collaboratively, fosters teamwork and inclusion, and cultivates relationships.
- **Communication:** Models active listening and clear communication, and supports staff members in communicating effectively.
- **Accountable Results Oriented:** Role models ethical behaviour and accountability; clarifies expectations, policies and legislation and supports staff in meeting them.
- **Management & Leadership:** Supports a positive work environment, develops and enables staff, sets clear expectations, provides regular feedback, and addresses performance.

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.

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