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HIGHWAY 14 REGIONAL WATER SERVICES COMMISSION EMPLOYMENT OPPORTUNITY

WATER UTILITY OPERATOR

The Highway 14 Regional Water Services Commission is seeking a friendly, enthusiastic, energetic and self-motivated individual to serve as a Water Utility Operator. This person would have knowledge of and obey all safety regulations and orders.

Applicants should be willing to provide the following:

- High School Diploma or equivalent and Valid Driver's License and current Driver's abstract and Provide Criminal Records Check.
- Level small systems, or level 1, or level 2 Water Transmission Certificate
- Or Level 1 or Level 2 Water Distribution Certificate
- Any other courses or experience related to water transmission would be an asset.
- Residency: the successful candidate must reside within 50 km of Ryley, Alberta upon completion of the probation period, within one year.

The Highway 14 Regional Water Services Commission is a progressive and dynamic organization offering a competitive benefit package.

The salary for this position is between twenty-five and fifty dollars per Hour depending on education and experience level.

The successful candidate has the potential for upward advancement.

Resumes will be accepted until a suitable candidate is found. If you feel you are the right individual for employment with the Highway 14 Regional Water Services Commission, please email a resume and references, in confidence to

Subject: Operator Application

To: info@hwy14water.ca

SCHEDULE "A"

The duties of the Employee shall include the following, subject to reasonable modification by the Commission from time to time:

The Water Utility Operator performs highly skilled operational work of a complex nature under the limited supervision of the Operations Manager. Work involves providing highly complex physical tasks and consultation to ensure the unsurpassed service of providing water to the Highway 14 Regional Water Service Commission customers, while meeting or exceeding all regulatory requirements.

Water Utility Operator

This position serves the Highway 14 Regional Water Services Commission as a Key Position ensuring unsurpassed customer support, overseeing water operations of the Highway 14 Regional Water Services Commission and specifically those of utility operations in supporting the ongoing uninterrupted delivery of potable water to the customers of the Highway 14 Regional Water Service Commission.

Main Purpose and Function

As part of the Water Utility Operations team, the Water Utility Operator is responsible for conducting all physical work and keeping and maintaining all records of physical work and operations conducted by the commission.

The Water Utility Operator is responsible for optimizing efficiency, monitoring budgets, presenting metrics, developing process improvements, ensuring the needs of internal and external customers are met, and creating purpose and direction for our team. The Water Utility Operator is responsible for conducting and developing front line operations, technical projects, and planned and preventive maintenance of the water distribution system. The Water Utility Operator is responsible for all metrics and record keeping of infrastructure maintenance and upgrading, responsible for updating data on the GIS system and monitoring and updating the SCADA system.

The Water Utility Operator must manage work in a safe and responsible manner ensuring adherence and compliance to all regulatory obligations, safety procedures and policies. Reporting to the Operations Manager and other managers; the Water Utility Operator completes the required work/projects which they are to perform. The Water Utility Operator must communicate and collaborate with a range of staff and members of the public and businesses to ensure the workforce can effectively complete assignments. The Water Utility Operator will process all 'One Call' requests, Line locates, and physical works of the commission and deal with water service requests, complaints, and operations.

Specific Duties/Responsibilities

Business Operations

- The Highway 14 Regional Water Services Commission operates in a respectful and tolerant work environment. Absolutely NO disrespectful attitudes or actions will be tolerated. Any derogatory attitudes and/or actions will lead to immediate termination as determined by management.
- Reviews and assists in developing annual plans, work priorities, schedules, and work allocations to ensure resources and equipment are efficiently and effectively allocated and work outcomes are optimized.
- Assists in establishing work area processes and workflows.

- Ability to clear non-conflict utility locates; and hand-off locate tickets; receive, complete, and record all 'One-Call' enquiries.
- Contribution to the preparation and completion of water utility installation estimates.
- Ensures operational area activities are aligned with the utility commissions objectives.
- Assists in monitoring budgets and maintains cost controls by analyzing and investigating variances, obtaining quotes, and confirming invoices.
- Contributes input with planning, reviewing, and adhering to Operating and Capital Budget parameters depending on work area.
- Creates, maintains, analyzes, and makes recommendations using statistical utility data to support business and operational decisions.
- Understands established utility metrics and assists in developing new metrics, as required, that can be used to manage and control business operations.
- Develops, maintains, and monitors service levels and resourcing plans for areas of responsibility.
- Drives continuous improvement through an understanding of industry best practices with a focus on increasing efficiency, enhancing worker safety and engagement, and improving quality of product and/or services.
- Develops and maintains relationships with internal and external customers and liaises with utility departments to improve integration and ensure active collaboration.
- Provides short-term coverage for unexpected operator vacancies (e.g. illness) and may fill in for the Chief Operator as required.
- Must process a valid class 5 Alberta drivers license and maintain fewer than 6 demerits.
- Must be able to operate all commission equipment including sanding truck, loader, forklift, pickup trucks and cars, and other equipment as require.
- Must be willing to acquire air brakes endorsement at the commissions expense and acquire any other training as specified or required to complete work for the commission.
- The regular work schedule for this position is Monday to Friday, 4-Day work week, between 7:00 AM to 5:00 PM, 40 hours per week and will be based at the Ryley, Alberta Head office. The Water Utility Operator will be part of the on-call program and be able to attend various locations as operationally required
- Absolutely, all other duties as assigned.

Supervision/Leadership/Engagement

- Models professional behavior expected of staff in the work area; including collaboration, teamwork and exemplary, respectful, workplace behaviors.
- Communicates utility commission objectives, requirements, and rationale with staff, both orally and in writing.
- Identifies team development and training gaps and assists in developing and implementing training plans that include a balance of both technical and non-technical skills.
- Leads commission initiatives, projects and/or programs employing standard Engineering project management principles.
- Understands regulatory obligations and ensures compliance.
- Must have the ability to clearly write reports, investigate and respond to issues of importance to the commission.

- Provide leadership within the commission and primarily to the direct working group.
- Understanding of the respectful workplace policy, inclusivity, racism, and a high level of personal awareness and emotional intelligence.

Safety

- **Safety is JOB 1**, everything else comes after.
- Good working knowledge of OHS Alberta and relevant Organizational Health & Safety standards.
- Promotes a culture of safety within the organization.
- Ensures that all work is being performed in a safe manner at all times and adheres to Alberta Safe Work Procedures and Organizational Health & Safety regulations.
- Identifies safety and Water Utility Operator health concerns and mitigates them quickly with appropriate training, guidelines or policies.
- Operates absolutely all equipment, vehicles, and property with the utmost professionalism and respect and safety and is personally responsible for all damage to said property if these practices are not followed.
- Escalates all safety issues and assists in performing accident and incident investigations.
- Participates completely in commission Safety Committee Meetings, Safety Audits and Safety Inspections.
- Collaborates with Occupational Health and Safety and Human Resources to assist in organizational safety and health initiatives.

Minimum Position Requirements

Education and Experience:

- Completion of grade 12 supplemented by technical and/or business management courses related to operations management.
- Certification or demonstrated experience in project management preferred.
- Certification in engineering technology preferred.
- Certification as a water distribution operator in Canada preferred.
- Experience in GIS operations is preferred.
- Demonstrated experience with SCADA.
- Experience communicating and collaborating successfully with multifaceted teams.
- Experience in underground water utility construction and maintenance.
- Must attain water OPERATOR LEVEL 1 in water within 1 years at the commissions expense, and then Level 2
- Experience with writing a variety of technical reports or the Board, Public, Engineers, and accountants.
- All employees must have and maintain a clear criminal record.
- All employees must be eligible to be bonded.
- A current and valid Class 5 Alberta Driver's License or higher and a satisfactory driving record is a requirement of this position.
- Residency requirement. The successful applicant will be required to be on call several times a year and must therefore reside within 30 minutes or 50 kms of Ryley, Alberta.

Knowledge, Skills and Abilities:

- Ability to build staff engagement through initiatives and through coaching, mentoring and training.
- Respectful interpersonal skills including the ability to build and maintain inclusivity, and personal awareness.
- Sound planning, organizational and project management skills.
- Ability to contribute and assist in the development of budgets and manage and provide advice on cost control.
- Ability to evaluate work methods, processes and procedures, make recommendations for appropriate improvements, and implementation.
- Ability to develop goals and objectives in area of responsibility and contribute to development of goals and objectives.
- Proven ability to communicate effectively and professionally orally and in writing.
- Ability to develop, analyze and report on operational area/business area metrics.
- Good working knowledge and experience with MS Office software particularly with the creation and use of spreadsheets, and the demonstrated ability utilizing ESRI GIS software, SCADA, and willing to learn and use new software.
- Understanding of basic financial accounting principles.
- On-call rotation work will be required

COVID-19 Notice: The Highway 14 Regional Water Service Commission has implemented a COVID 19-Vaccination Policy. Employees must be fully vaccinated against COVID-19 and provide Government of Alberta official proof of vaccination. Employees who cannot be fully vaccinated based on a protected legal ground (e.g., medical, religious) may request an exemption. Please note that this policy applies to all employees, including new hires, and volunteers. You will provide proof of vaccination whenever requested or an official approved exemption.

Performance Appraisal

1. Regular appraisal of the performance of the Water Utility Operator is a responsibility of the Highway 14 Regional Water Service Commission Operations Manager. In carrying out this responsibility, it is recognized that the Water Utility Operator is entitled to such a review in an objective, fair and straightforward manner so that his/her performance may be as effective as possible for the system.
2. The performance appraisal shall derive primarily from the responsibilities of the Water Utility Operator as outlined above. It will be completed in the first week of November every Year.
3. The Water Utility Operator and the Operations Manager will develop and agree upon the procedures for carrying out an effective performance appraisal.