



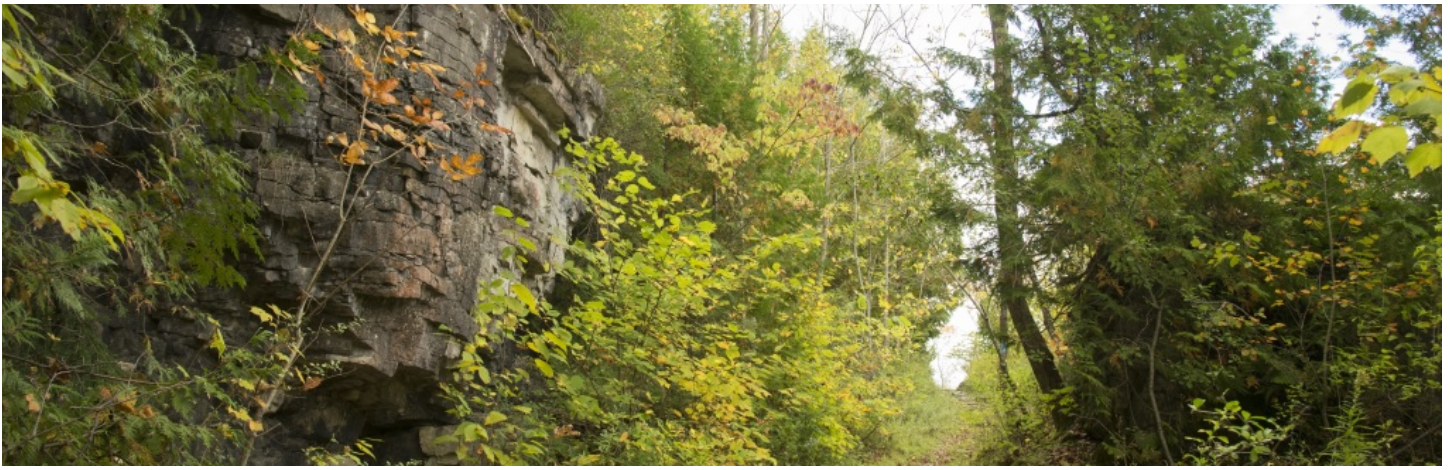
**Manager of Water and Wastewater  
Permanent Full Time  
Job Posting #: 2024-20**

The City of Owen Sound is seeking a dedicated professional to fill a permanent full-time role of Manager of Water and Wastewater. The position is responsible for providing the overall strategic leadership in the management, operations, and maintenance of the Water and Wastewater Systems. This involves budget and capital project development and oversight, effective planning and co-ordination of manpower, equipment, repairs and service. To ensure the adequate delivery of water for domestic use and for fire protection in Owen Sound, to ensure adequate capacity and treatment for all customers and adequate wastewater collection systems are in place for all customers, while ensuring a healthy and safe work environment for staff.



Owen Sound is a diverse and culturally rich community located on the southern shores of Georgian Bay in Southern Ontario, approximately two hours north of Toronto, and on the doorstep of the Bruce Peninsula. Owen Sound is the largest urban community in Grey and Bruce counties characterized by a magnificent harbour and bay, two winding rivers, tree-lined streets, an extensive parks system, and tree-covered hillsides and ravines.

Owen Sound is a place where you can stay active, indoors and out, in all seasons. Many of our most popular recreational sports, such as biking, hiking, golf, swimming, motorcycle touring, and ATV riding, take advantage of our geography and natural assets: gently rolling hills, protected forests and parkland, and waterways flowing into Georgian Bay. Winter doesn't have to put a halt to your outdoor fun. We have plenty of snow sports when the frost hits and snow flies, from skiing and snowshoeing to snowmobiling and skating. Prefer to exercise indoors? We have several sports facilities to choose from, including a modern YMCA with indoor pools and ice rinks and the City is home to the OHL Owen Sound Attack hockey team.



#### Educational & Training Requirements:

Post Secondary Education in Environmental Engineering or a related field.

#### Ministry of Environment Certification Tickets:

Class III Water Treatment

Class III Water Distribution Certification

Class III Wastewater Collection

Class III Wastewater treatment

A Professional Engineering designation and/or a post graduate degree in Water and Wastewater treatment are considered assets.

#### **Additional Skills & Competencies Required:**

- Extensive knowledge and experience water treatment, water distribution, wastewater collection, and wastewater treatment systems and operations
- Demonstrated supervisory experience with excellent leadership, interpersonal and tactful communication skills (verbal, written and electronic)
- Strong attention to detail, report writing, analytical, problem solving, organizational, time management, leadership, and public relation skills
- Experience in public engagement and operations planning.
- Proficient Computer skills including Microsoft Office applications, computerized maintenance management systems and SCADA applications.
- Thorough working knowledge of the Occupational Health & Safety Act, Accessibility for Ontarians with Disabilities Act, Technical Standards and Safety Act, Ministry of Environment regulations, and other applicable safety related legislation, regulations, and guidelines.
- Excellent public relations and customer service skills with the ability to exercise tact, diplomacy and good judgement at all times. Ability to resolve complaints and work in a positive manner with members of the public.
- Ability to think and act strategically and effectively in a political and community service environment, to build strong teams and external partnerships and to champion the mission and values of the City.
- Ability to prepare and present written and verbal reports to Senior Management and City Council.

- Demonstrated project management and time-management skills with the ability to prioritize workload and meet deadlines, effectively, with minimal supervision; ability to deal with multiple demands.
- Demonstrated municipal financial literacy
- Demonstrated ability to develop, interpret and implement bylaws relevant to the Water & Wastewater divisions
- Experience in administration of Collective Agreements is an asset

The full job description is below. The salary range for this position is \$99,248 - \$121,035 and the City offers a comprehensive 100% employer-paid Extended Health & Dental program and OMERS pension.; To explore this opportunity further, we invite qualified applicants to forward their resume and cover letter referencing job #2024-20:

Human Resources  
City of Owen Sound  
E-mail: [hrjobposting@owensound.ca](mailto:hrjobposting@owensound.ca)

The City of Owen Sound is an equal opportunity employer, valuing and respecting diversity. We are committed to inclusive, barrier-free recruitment and selection processes. We will accommodate the needs of qualified applicants under the *Human Rights Code* and the *Accessibility for Ontarians Disabilities Act*, in all aspects of the hiring process, upon request. We thank all applicants for their interest; however, only those being considered for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and will only be used for candidate selection.



## JOB DESCRIPTION

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**Department:** Public Works & Engineering      **Division:** Water and Wastewater

**Job Title:** Manager of Water & Wastewater Services

**Union:** Non-Union

**Direct Supervisor:** Director of Public Works and Engineering

**Revision Date:** November 2023

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### **Position Summary and Scope:**

The Manager of Water & Wastewater is responsible for providing the overall strategic leadership in the management, operations, and maintenance of the Water and Wastewater Systems. This involves budget and capital project development and oversight, effective planning and co-ordination of manpower, equipment, repairs and service. To ensure the adequate delivery of water for domestic use and for fire protection in Owen Sound, to ensure adequate capacity and treatment for all customers and adequate wastewater collection systems are in place for all customers, while ensuring a healthy and safe work environment for staff.

## Core Competencies:

1. **Diversity and Inclusiveness** - Ability to interact effectively with diverse individuals, groups and communities and to incorporate inclusive and equitable actions, attitudes, and knowledge in behaviours, practices, and policies

Builds equity into plans to embrace inclusion and diversity. Communicates the importance of delivering services that address equity, and meet the unique needs of diverse groups.

2. **Accountability and Ethics** - Ability to take responsibility for the quality and timeliness of work, and the achievement of work goals and objectives while demonstrating support for the City's values, ethics, regulatory requirements, and professional code of conduct.

Promotes and aligns others to the City's ethics, values, and culture. Provides guidance to others to ensure they understand the implications of behaviours, and how to act in an appropriate manner.

3. **Collaboration** - Ability to build and maintain effective and constructive working relationships, partnerships, and networks with others

Actively seeks opportunities for collaboration and builds networks.

4. **Communication** - Ability to communicate and interchange information, ideas, and opinions clearly, effectively, and appropriately both internally and externally.

Adapts communication based on audience and context to ensure clear and appropriate communication.

5. **Critical Thinking and Problem Solving** - Ability to use systematic reasoning process to break down and work through a situation / problem to arrive at an appropriate outcome / solution.

Analyzes complex linkages and makes decisions by interpreting broad guidelines, protocols, policies, and regulations.

6. **Developing Others** - Ability to encourage the learning and development of others, including staff, volunteers and students, with the goal of building and improving skills and abilities, and empowering them to reach higher goals and objectives, and their full potential.

Coaches others and promotes on-going learning and development.

7. **Role Specific Knowledge and Application** Possess and have the ability to apply the theoretical and practical knowledge specifically required by the technical, front-line, professional, administrative, or leadership role.

Demonstrate and independently advance level of role knowledge to the full scope of knowledge in new or complex situations.

8. **Teamwork** - Ability to work co-operatively and collaboratively with others.

Fosters and encourages teamwork

## **Duties and Accountabilities:**

- Responsible for the overall administration and management of the Water & Wastewater Divisions
- Plan, organize and implement strategies and programs for the effective management, operation and maintenance of the city's water and waste water infrastructure.
- Prepare implementation plans to ensure the divisional staff to ensure prompt completion of these work plans.
- Ensure work is completed effectively and in accordance with city engineering standards, bylaw, policies, Ontario Provincial Standard Specifications, and all applicable ministries and regulatory bodies.
- Manage the QMS for all systems and ensure standard operating procedures are up to date and meet legislated requirements.
- Establish Water & Wastewater priorities and develop annual work plans, operating and capital budgets for the divisions and oversee the capital program with the support of the Superintendents, for approval by Director and Council.
- Manage and co-ordinate the finance, human resources, labor relations, health and safety, compliance, information systems, purchasing, asset and inventory management for the Water & Wastewater divisions;
- Ensure division staff receives appropriate training and professional development in their respective areas required for legislative compliance and succession planning.
- Participate in the review process of all infrastructure related and new development projects as they relate to modifications or expansion of existing systems with respect to operation and maintenance issues.
- Prepare reports and presentations for the approval of the Director and Committee and adoption by Council as required and requested.
- Represent the division at committee meetings as required. Provides monthly activity reports and make recommendations on matters within the division's mandate.
- Represent the City at meetings of local organizations stakeholder groups etc. where specific knowledge may be of assistance.
- Develop detailed preventative maintenance programs to improve operating efficiencies and system reliability.
- Responsible for collecting and submitting various sampling programs initiated by the MOE and MOH.
- Participate in the review process of Committee of Adjustment applications
- Ensure that the purchased goods and services meet or exceed technical standards, specifications and satisfy contractual obligations.
- Ensure effective customer service from the division by managing the prompt investigative service requests, complaints, problem situations and emergency conditions. Direct the divisional respond to these situations on a prioritized basis and ensure appropriate follow-up to close out the issue.
- Be familiar with the city's emergency plan and role within the plan. Participate in emergency preparedness training and exercises as required.

- In conjunction with the city's communications team, develop and implement publicity strategies to inform the public of the division's services and current activities.
- Investigates and assists with the preparation of applications to provincial and federal funding programs for divisional projects.

### **Employee Health & Safety Responsibilities:**

Supervise all work to ensure Health and Safety procedures and practices are integrated into the work; instruct and enforce all safe work procedures and ensure workers utilize proper personal protective equipment as appropriate.

Conduct regular inspections for hazards

Lead by example performing work in a safe manner in accordance with all COS policies and the Occupational Health and Safety Act.

Responsible for initiating incident and accident reports for notification to Human Resources for WSIB purposes and for performing monthly workplace safety inspections as well as resolving issues and implementing recommendations initiated through the Joint Occupational Health and Safety Committee.

Respond to all accident, hazard and inspection reports within 21 days, taking corrective action where hazards exist.

For a detailed list of manager/supervisor responsibilities see the Occupational Health and Safety Act Part III Section 27

### **Educational Requirements:**

University Degree

#### **Details – Specialty, major etc.:**

Post Secondary Education in Environmental Engineering or a related field.

Ministry of Environment Certification Tickets:

Class III Water Treatment

Class III Water Distribution Certification

Class III Wastewater Collection

Class III Wastewater treatment

A Professional Engineering designation is an asset.

Post graduate degree in water and wastewater treatment would be an asset.

### **Skills and Competencies at the working level:**

- Extensive knowledge and experience water treatment, water distribution, wastewater collection and wastewater treatment systems and operations
- Demonstrated supervisory experience with excellent leadership, interpersonal and tactful communication skills (verbal, written and electronic)
- Strong attention to detail, report writing, analytical, problem solving, organizational, time management, leadership, and public relation skills
- Experience in public engagement and operations planning.
- Proficient Computer skills including Microsoft Office applications, computerized maintenance management systems and SCADA applications.

- Thorough working knowledge of the Occupational Health & Safety Act, Accessibility for Ontarians with Disabilities Act, Technical Standards and Safety Act, Ministry of Environment regulations, and other applicable safety related legislation, regulations, and guidelines.
- Excellent public relations and customer service skills with the ability to exercise tact, diplomacy and good judgement at all times. Ability to resolve complaints and work in a positive manner with members of the public.
- Ability to think and act strategically and effectively in a political and community service environment, to build strong teams and external partnerships and to champion the mission and values of the City.
- Ability to prepare and present written and verbal reports to Senior Management and City Council.
- Demonstrated project management and time-management skills with the ability to prioritize workload and meet deadlines, effectively, with minimal supervision; ability to deal with multiple demands.
- Demonstrated municipal financial literacy
- Demonstrated ability to develop, negotiate, interpret and implement and enforce facility booking agreements
- Demonstrated ability to develop, interpret and implement bylaws relevant to the Water & Wastewater divisions
- Experience in administration of Collective Agreements is an asset

## **Experience at the working level:**

### **Previous Work Related Experience (# of years or months):**

A minimum of five (5) years experience in the oversight of maintenance and construction of public infrastructure with at least three years at a supervisory level. Experience in a unionized work environment and project management experience are preferred.

### **Positional on-the-job training required (# of weeks or months):**

12 months

### **Working Relationships:**

#### Internal Working Relationships:

Daily contact with the Director Public Works and Environmental Services, Managers of Public Works; Directors and Managers of other Departments and support staff to coordinate and support work in a collaborative fashion to support new or existing opportunities.

Regular contact with Operations Committee Occasional contact with the CAO and Council.

#### External Working Relationships:

Development of a contact network of counterparts in other municipalities, technical professional, industry/trades representatives and suppliers/contractors.

Handling of inquiries, requests and complaints from the public with prompt, courteous response while ensuring compliance with established policies, procedures and By-laws.

Representation of the municipality with regulatory officials at the federal, provincial and municipal levels.

Contact with the general public, ratepayers, business community.

### **Supervisor/Management:**

#### **Character of Supervision:** (Type of supervision)

Direct supervision of Water Distribution Superintendent, Wastewater Superintendent, Water Treatment Superintendent, Backflow Prevention Coordinator.

Indirect supervision of front line operators, technical staff and contracted resources

#### **Scope of Supervision:**

Supervises 5-7 staff

#### **Independence of Decision Making:**

Has established policies & procedures Yes

Supervisor or lead hand usually available No

Problem solves within clear guidance and/or past practice Yes

Make independent decisions on work method and procedures.

Under the direction of the Director Public Works and Engineering work is performed within the guidelines of Municipal Policy and Provincial Regulations.

#### **Physical Demands:** Length of time/repetitions/weight in average working day.

Computer Use: Continuous

Walking: Occasional

Standing: Occasional

Sitting: Extended periods of time

Lifting: Up to 15 kg

Ladder Climbing: Occasional

Exposure: Occasional exposure to heat, dust and fumes on a construction site

Other:

#### **Working Conditions:**

Hours of work: 35 hours per week

Shift length: 7 hours per day

Shift Schedule: Monday - Friday

Additional Comments:



Works within an office and outdoor environment.

Flexibility required to work beyond normal office hours in order to meet deadlines, after hours meetings and committee meetings, and manage workload.

This position lends itself to a large degree of public exposure. Written and verbal criticism and can be expected from the public

**Consequence of Errors:**

Errors could result in serious consequences including person injury and property damage, financial losses, lost man hours, the need to redo work and damage to City reputation.