

**POSITION SYNOPSIS AND PURPOSE**

(A position overview and how it aligns with corporate strategies)



The Utility Supervisor is responsible for the safe, efficient, and responsible operation of the Region’s water and wastewater facilities, including maintaining water systems at Region-owned pools. This role involves overseeing daily operations, managing staffing and resources, and ensuring compliance with regulatory standards. The Utility Supervisor also acts as the ‘Overall Direct Responsible Charge’ as established by Nova Scotia Environment and Climate Change, where applicable. Additionally, the role includes mentoring staff, overseeing quality assurance, and handling light vehicles and specialized equipment.

**MAJOR RESPONSIBILITIES**

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
<p><b>Operational Oversight</b></p> <ul style="list-style-type: none"> <li>Oversee the day-to-day operations of the Region of Queens' water and wastewater facilities, including water systems at Region-owned pools, ensuring they run efficiently and safely.</li> <li>Ensure all municipal water and wastewater infrastructure is maintained according to regulatory standards, and that staffing levels are adequate to meet operational needs.</li> <li>Develop, implement, and continuously improve policies, procedures, and best practices for facility operations.</li> </ul>	<p>35%</p>

Description	Approximate Time Spent (%)
<p><b>Quality Assurance and Compliance</b></p> <ul style="list-style-type: none"> <li>• Monitor and verify all water quality testing, both in-house and contracted, ensuring proper procedures are followed and regulatory standards are met.</li> <li>• Act as the 'Overall Direct Responsible Charge' for water and wastewater operations, ensuring compliance with all local, provincial, and federal regulations, including those from Nova Scotia Environment and Climate Change.</li> <li>• Work with the Environmental Services Coordinator to ensure all monitored parameters are accurately recorded and readily available for regulatory review.</li> </ul>	25%
<p><b>Staff Management and Development</b></p> <ul style="list-style-type: none"> <li>• Supervise, mentor, and evaluate water and wastewater staff, providing opportunities for training and professional development to ensure continuous growth and adherence to best practices.</li> <li>• Ensure that all staff under supervision adhere to collective agreement terms and maintain accurate records of timecards, invoices, and receipts.</li> <li>• Lead by example, demonstrating new initiatives, techniques, and technologies to foster a culture of continuous improvement.</li> </ul>	20%
<p><b>Maintenance and Equipment Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the maintenance and operation of specialized tools and equipment, including light vehicles and other municipal assets, ensuring all are in safe working condition.</li> <li>• Coordinate routine and preventive maintenance schedules for water and wastewater facilities, addressing any deficiencies promptly to avoid service interruptions.</li> <li>• Facilitate the management of facility cleanliness and safety standards, including snow and ice removal and general day-to-day custodial tasks.</li> </ul>	10%
<p><b>Financial and Strategic Planning</b></p> <ul style="list-style-type: none"> <li>• Participate in the budgeting process, providing insights into operational costs, capital needs, and long-term financial planning for water and wastewater services.</li> </ul>	5%

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> <li>• Monitor revenues and expenditures, ensuring fiscal responsibility and alignment with the municipality's financial goals.</li> <li>• Prepare reports and provide updates on financial performance, operational efficiency, and strategic initiatives to senior management.</li> </ul>	
<p><b>Stakeholder and Community Relations</b></p> <ul style="list-style-type: none"> <li>• Engage with external stakeholders, including regulatory bodies, community members, and other municipal departments, to ensure transparent communication and foster positive relationships.</li> <li>• Attend regulatory meetings and provide operational reviews or information requests as needed.</li> <li>• Support community outreach efforts to educate the public on water and wastewater management and address any concerns or inquiries in a timely manner.</li> </ul>	5%

**\*Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

## MINIMUM QUALIFICATIONS

(Must Have)



### Education (degree/diploma/certifications):

- Post-secondary education in the area of civil engineering construction or relevant field, water distribution and wastewater collection training
- High school diploma or equivalent
- Class 5 NS Drivers License
- Additional compulsory training will be required and provided by the employer

### Experience:

- 3 years in a supervisory or management role in civil construction or other related field
- 5 years experience in NSECC recognized water or wastewater certified position
- Work in a municipal environment as an asset

**Knowledge/Skill/Ability:**

- Ability to maintain positive and productive working relations with internal and external stakeholders
- Strong understanding of municipal infrastructure, including water and wastewater systems.
- Ability to work independently or in a team to apply knowledge in creating and maintaining physical structures based on technical drawings, drafts, or visual cues.
- Proficiency in using the Office suite of applications and relevant software for infrastructure management.
- Ability to apply critical thinking skills to observe, diagnose, and make necessary repairs or modifications to infrastructure systems.
- Strong problem-solving ability, with an emphasis on environmental awareness, sustainable practices, and safety protocols and procedures.
- Strong written and oral communication skills in English, essential for interacting with team members, regulatory bodies, and other stakeholders.
- Ability to effectively communicate technical information to non-technical staff and the public.
- Experience in mentoring and leading staff, demonstrating new initiatives, techniques, or technologies.
- Ability to ensure that all staff adhere to the terms and conditions of collective agreements, where applicable and ensure compliance with safety systems and procedures.
- Knowledge of relevant regulations, including those related to water and wastewater treatment, environmental protection, and safety standards.
- Experience in maintaining compliance with Nova Scotia Environment and Climate Change requirements and other regulatory bodies.
- Ability to oversee the day-to-day operation of water and wastewater facilities, including quality assurance and safety checks.
- Experience in the operation of light vehicles and specialized tools or equipment, as required.

**WORK CONDITIONS** 

**Contacts and Nature of Interactions**

Frequency Legend			
<b>Constant</b> – every day for most of the day		<b>Occasional</b> – bi-weekly to monthly	
<b>Frequent</b> – daily		<b>Rare</b> – once in a while	
<b>Regular</b> – weekly			
Contact (Title)	Internal / External	Frequency	Nature of Interaction
Environmental Services Manager	Internal	Constant	Reporting on operations, seeking approvals, coordinating strategies.

Contact (Title)	Internal / External	Frequency	Nature of Interaction
Utility Staff	Internal	Constant	Supervising daily operations, providing guidance, and ensuring compliance with procedures.
Environmental Services Coordinator	Internal	Frequent	Collaborating on quality assurance, data management, and regulatory reporting.
Regulatory bodies	External	Regular	Ensuring compliance, reporting, and participating in audits or reviews.
Maintenance contractors and vendors	External	Occasional	Coordinating maintenance work, discussing service agreements, and overseeing contracted projects.
Pool facility staff	Internal	Regular	Overseeing water systems management and ensuring proper maintenance and operation.
Finance department	Internal	Regular	Reviewing and verifying financial documents, timecards, and invoices.

Interactions with contacts are generally courteous and collaborative, although occasional exposure to rudeness or conflict may occur.

### Work Demands

#### This position spends approximately:

- 50% of the time indoors
- 25% of the time outdoors
- 25% of the time driving a vehicle during work

#### Physical effort:

- Able to spend extended periods of time sitting at a desk,
- Able to spend extended periods of time walking or standing on uneven surfaces
- Able to transport objects or equipment up to 25kg on/off vehicles, up/down stairs safely
- Able to recognize and identify objects or surfaces at a distance

#### Mental effort:

- Able to effectively express or exchange ideas and reasoning with employees
- Able to adapt well in the face of workplace stressors such as difficult public members, competing priorities or complex time-sensitive emergencies

- Able to understand direction and adhere to workplace protocol
- Able to effectively and efficiently apply logic to make sound decisions

**Hours of work:**

- Regular hours of work will be 8:00 am to 4:30 pm, Monday to Friday with overtime or after-hours as required

**Work Location:**

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.



**Independent Decision Making:**

- Customer service decisions in responding to public comments and inquiries
- Interpreting and implementing policies, procedures and agreements
- Diagnosing and effecting repairs to infrastructure or equipment
- Developing short- and long-term project planning

**Financials and Budget:**

- Makes purchases up to \$1000 without Environmental Services Manager's approval
- Provide input/ information to the Manager of Environmental Services for budget planning

**Confidential Information:**

- This position has significant access to sensitive or confidential information including private and sensitive operational, financial, and employee information.

**Creativity and Ingenuity:**

- Leveraging new technologies, tools or materials to improve quality or efficiency
- Develops designs, layouts and arrangements for hard and soft structures or features

**Leadership, Supervision and Functional Advice**

**Employees this role manages or supervises:**

- Manages and supervises unionized employees
- Manages contractors

**Functional advice this role may provide and to whom it is provided:**

- Provides technical advice related to design, construction, maintenance, troubleshooting, and optimization of systems, structures, or processes
- Develop and support risk assessment and safety measure implementations
- Provides technical advice related to construction

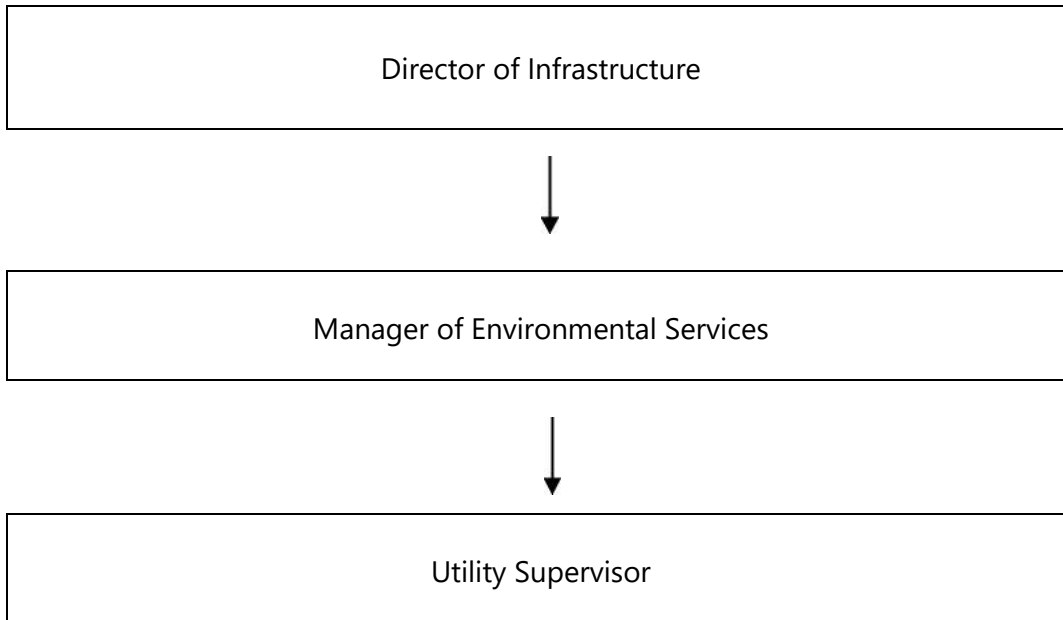
**POSITION CLASSIFICATION**  
(Where this position fits)



<b>Position Title:</b> Utility Supervisor	<b>Division:</b> Environmental Services
<b>Department:</b> Infrastructure	<b>Classification:</b>
<b>Positions Supervised Directly:</b> 5	<b>Reports to (Direct):</b> Manager of Environmental Services
<b>Salary Grade:</b> 5	<b>Positions Supervised Indirectly:</b>
<b>Hours per week:</b> Regular hours of work are Monday to Friday 8:00 am - 4:30 pm with a 30-minute unpaid lunch. Overtime and after-hours work will be required from time to time and may be balanced in lieu at the Manager's discretion, including during the staff rotation for emergency, after hours, emergent and winter works duties.	<b>Work Location:</b> South Queens Wastewater Facility 144 Hank Snow Dr., Liverpool
<b>Effective Date:</b>	<b>Revision Date:</b> September 8, 2024

## Organizational Chart

The reporting relationship of this position to others within the immediate department.



## APPROVAL

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Once the job description has been completed, ensure the Department Head or CAO has reviewed the document, discussed any points and/or comments that have arisen, and made changes accordingly.

Forward the final version, with all applicable signatures, to Human Resources.

**Manager Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head or CAO Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Human Resources Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_