Utilities Operator 3

Job Description

Reports to:	**Wastewater Treatment & Collection or Water Treatment & Distribution Team Leader**
Division:	**Operations & Utilities**
Business Centre:	**Water**
Date Updated:	**2025**

Job Scope: Utilities Operators are responsible for delivering safe and effective treatment, maintenance, repair, monitoring, testing, and reporting of water, wastewater, or distribution and collection systems—based on their certification level and area of specialization—in accordance with applicable legislation and the Town's license to operate.

Key responsibilities of the job are as follow:

1. **General responsibilities:**
   - **Water Operations** – Operate, maintain, inspect and repair Level 3 water distribution, wastewater collection system, and water treatment plant; and Level 4 wastewater treatment facility and infrastructure;
   - Collecting samples, conducting laboratory analysis, and ensuring the results meet internal QA/QC standards;
   - Servicing of infrastructure in wastewater collection systems, water distribution systems, and water and wastewater plant operations activities (i.e. water quality sampling, process monitoring, evaluation and control, residuals management, equipment isolations and shutdowns, cleaning, and quality assurance/quality control testing);
   - Completing daily work permits and field level hazard assessments (FLHA);
   - Collecting data for monthly regulatory and operational reporting as required;
   - Troubleshooting day-to-day operational issues and developing solutions to rectify these issues;
   - Assist with developing and maintaining Standard Operating Procedures;
   - Ensure safe and effective use of equipment, both specialized and general;
   - Assist in the development and revision of maintenance schedules to ensure efficiency;
   - Maintain accurate records of inspections and maintenance activities through use of computerized maintenance management system (CMMS);
   - Metering Services – install, read and repair water meters;
   - Have a good knowledge of Utility Services functions, safety, operational procedures and environmental impact potentials;
   - Ensure building/plant are clean & general maintenance is performed. Identify areas of improvement, concern or potential risk;
   - **Stormwater Operations –** Operate, maintain, inspect and repair stormwater management systems to ensure compliance with regulations and protection of the environment;
   - This role involves performing various tasks related to the management of stormwater infrastructure, including monitoring, troubleshooting, and conducting repairs as necessary;
   - This includes regular inspection and maintenance of storm related mains, manholes and oil and grit separators.

2. **Other responsibilities:**
    - Provide support to special projects and other areas of Operations as required;
    - Provide coaching and mentoring to less experienced employees;
    - Maintain positive relationships with internal and external customers;
    - Ensure work is completed in as defined by the Supervisor;
    - Ensure compliance with OH&S, Town Standards and Administrative Guidelines; and
    - Projects & initiatives as assigned.
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Qualifications and required skills:

- **Education:** Equivalent to High School completion with specialized training recognized by a certificate. Alberta Environment level 3 certification in Water Treatment or Wastewater Treatment, Water Distribution, Wastewater Collection is required. Post- secondary certificate/diploma relating to water/wastewater is considered an asset.
- **Experience:** 4 or more year's related work experience representing continuous learning.
- Knowledge of water and wastewater operations, regulatory standards/guidelines, and both safety and workplace health requirements.
- **Skills:**
    - Skilled in operating, maintaining, inspecting, and repairing complex water distribution, wastewater collection, treatment facilities, and stormwater systems in compliance with regulatory standards and the Town's license to operate.
    - Proficient in sample collection, laboratory analysis, QA/QC procedures, and regulatory reporting, with strong attention to safety protocols, hazard assessments, and computerized maintenance management systems (CMMS).
    - Capable of troubleshooting operational issues, developing solutions, mentoring staff, and supporting special projects while maintaining positive relationships with internal and external stakeholders.
- Computer skills (Microsoft Office Suite).