

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(ENVIRONMENT AND SUSTAINABLE INFRASTRUCTURE DIVISION – PLANT OPERATIONS – LOCATION – 700 WOODWARD AVE.)

QUALITY ASSURANCE ANALYST (PLANT OPERATIONS) - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Quality Assurance Supervisor, develops and maintains operational procedures, and work instructions that meet all of the requirements of an IMS (Integrated Management System) ensuring that they are intuitive and easy to follow.

Cares for the daily maintenance of the IMS as it relates to Water and Wastewater Treatment and Outstation facilities, including providing guidance and direction to the users of the system.

Develops and delivers a variety of training programs (web-based and classroom) that pertain to the Department focusing on quality, environmental, health, safety and legal requirements.

Possesses a demonstrated record of technical competence, customer focus, team advocacy, and is committed to excellence.

Possesses a high level of personal integrity and is an excellent communicator.

GENERAL DUTIES

Using web based resources, research and review Quality Environmental and Health & Safety procedures for compliance with the applicable legislation and standards.

Review and update procedures related to the IMS on a regular basis to ensure that they continue to meet the requirements of the Corporation, Department, and IMS as well as any legal requirements.

Communicate with other Sections within the Water & Wastewater Division to represent the Section's interests, determine best practices and ensure consistency and cooperation within the Division.

Utilizing the Document Control Software (BCOS) ensure the maintenance of the Integrated Management System.

Provide training and direction on the Integrated Management system to those within the Section.

Develop training courses for the Section based on established procedures, legal requirements, and best practices (Adhering to the Integrated Management System).

Support the management staff by providing them with assistance and direction with regards to the Integrated Management System.

Communicate daily with the Quality Assurance Supervisor regarding any deficiencies in the system.

Adhere to all corporate and Divisional policies and procedures at all times.

Work in accordance with the Occupational Health and Safety Act at all times.

Provide guidance and support to all levels of staff for the daily operations of the Water and Wastewater Treatment Plants and Outstations.

Set up meetings with staff from various levels within the organization, including developing agendas, facilitating meetings, issuing minutes and assigning tasks.

Track and maintain training requirements of Departmental staff to ensure they are eligible to renew their operator's certificates, and that Departmental training requirements are met.

Participate and provide support in conducting investigations to determine root causes of non-conformances.

Prepare written reports to ensure compliance with corporate and regulatory requirements.

Participate in monthly Safety meetings and in some cases facilitate them.

Performing scheduled and unscheduled EH&S and quality site audits within the Plant Operations section.

Set up, facilitate and deliver training sessions that have been developed by our Department.

Attend training to ensure that the required knowledge and skills are maintained.

Assist in performing internal audits related to the Integrated Management System this may at times include leading the audit, which includes setting the agenda, meeting with management, performing the audit, closing meeting with management and issuing non-conformances.

May be assigned special projects throughout the year such as exploring new technologies, programs or methods.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

Work in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Must possess progressive demonstrated experience working with quality, environmental or health and safety management systems.
2. Comprehensive experience in developing operational procedures and work instructions.
3. Working knowledge of ISO 14001/ISO 9001 Standards and Environmental Management Systems: Hazard Analysis and Critical Control Points (HACCP) and the Occupational Health and Safety Act and Regulations for Construction Projects and Industrial Establishments preferred.
4. Demonstrated knowledge of environment, health and safety regulations, associated regulations, policies, procedures, guidelines and other applicable statutes in order to assess regulatory compliance and to develop audit reports and recommend a course of action.
5. Comprehensive experience with Health and Safety legislation and related programs.
6. Previous experience developing and delivering training and presentations to multi-level discipline audiences.
7. Demonstrated ability to research and interpret provincial and federal legislation.

8. Knowledge of the Ontario Safe Drinking Water Act an asset.
9. Effective leadership, communication, presentation, interpersonal and organizational skills.
10. Ability to effectively implement systems and move projects forward.
11. Ability to deal effectively with management, clients, peers, staff and the general public.
12. Thorough knowledge and understanding of methods, statutes, regulations and by-laws affecting the department/section.
13. Must possess a valid Class "G" Driver's Licence and the provision of a car by the individual for use on the job.
14. Working knowledge of computer software applications (Microsoft Office) for desk top and analytical purposes.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.