

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(WATER/WASTEWATER DIVISION – WATER DISTRIBUTION & WASTEWATER COLLECTION –
LOCATION – 330 WENTWORTH ST. N.)

QUALITY ASSURANCE ANALYST - CUPE 5167
(1 PERMANENT FULL TIME POSITION)

SUMMARY OF DUTIES

Reporting to the Quality Assurance Supervisor (QA Supervisor), develops and maintains operational procedures and work instructions that meet all 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 the Water Distribution and Wastewater Collection section (WD & WWC section) including providing guidance and direction to the users of the system.

Ensures regulatory compliance regarding documentation related to the operations of a Water Distribution System and a Wastewater Collection 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, researches and reviews Quality Environmental and Health & Safety procedures for compliance with the applicable legislation and standards.

Reviews and updates 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.

Ensures that all documentation related to the operations of a Water Distribution System and a Wastewater Collection System meet regulatory compliance.

Applies Continuous Improvement disciplines (Kaizen, Lean, Six-Sigma) to work processes, and provides leadership and guidance to the WD&WWC section in these methods.

Assists with the ongoing administration of the WD & WWC sections quality assurance programs, headed by the QA Supervisor.

Communicates with other sections within the Water & Wastewater Division to represent the section's interests, determines best practices and ensures consistency and cooperation within the Division.

Utilizing the Document Control Software (BCOS) ensures the maintenance of the Integrated

Management System.

Provides training and direction on the Integrated Management System to those within the section.

Develops training courses for the section based on established procedures, legal requirements, and best practices (adhering to the Integrated Management System).

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

Communicates daily with the QA Supervisor regarding any deficiencies in the system.

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

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

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

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

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

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

Performs scheduled and unscheduled audits for EH&S and the IMS.

Sets up, facilitates and delivers training sessions that have been developed by our Department.

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

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

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

Works 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.

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

QUALIFICATIONS

1. Must demonstrate skill and experience in organization and attention to detail regarding documents, scheduling, and coordination of the activities of self and others.

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2. Must demonstrate excellent written and verbal communication and presentation skills and experience.
3. Working knowledge of computer software applications required. Experience with Microsoft Office, Intelex, or Cornerstone platforms preferred.
4. Experience with ISO or QS Standards and Environmental Management Systems, Continuous Improvement disciplines (Kaizen, Lean, Six-Sigma), Hazard Analysis and Critical Control Points (HACCP) and the Occupational Health and Safety Act and Regulations for Construction Projects and Industrial Establishments preferred.
5. Knowledge of the Ontario Safe Drinking Water Act or experience in the water/wastewater industry an asset.
6. Previous experience developing and delivering training and presentations to multi-level discipline audiences.
7. Experience performing internal audits related to the Integrated Management System.
8. Demonstrated ability to research and interpret provincial and federal legislation.
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. Knowledge around the development and implementation of Web based training an asset.