

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

### (WATER/WASTEWATER DIVISION – CUSTOMER SERVICE & COMMUNITY OUTREACH – LOCATION – 330 WENTWORTH ST. N.)

### SUPERVISOR, METER OPERATIONS & CROSS CONNECTION CONTROL – CUPE 1041

#### SUMMARY OF DUTIES

Report to the Superintendent of Service Coordination, plans, manages and co-ordinates the Water Meter and Cross Connection Control operations, including daily work planning, performance management, workload management, Health, Safety and Environment management (HSE), contract management, management of partnerships, customer service and inquiries.

#### GENERAL DUTIES

Administer and review group procedures, methods and techniques in accordance with sectional policies and practices.

Organize and direct, scheduled and emergency maintenance activities and ensure that established quality standards are achieved.

Verify and monitor workloads, work orders and inventory. Recommend corrections and adjustments as required.

Liaise with departmental staff and the public regarding inquiries and complaints with respect to Water Meter and Cross Connection Control issues.

Responsible for administrating contracts, developing work plans, reviewing documents prior to tendering/proposal, and making recommendations for changes when necessary.

Review and advise upon budgetary matters affecting equipment and resources by determining annual anticipated requirements for all labour, material, and equipment.

Prepare and compile correspondence and reports necessary to maintain records up-to-date in the Beyond Compliance Operating System (BCOS).

Ensure that the terms of the Occupational Health and Safety Act are observed with respect to day-to-day and emergency operations.

Ensure that materials and equipment are maintained at the highest level of readiness, having due regard for financial arrangements.

Ensure that all field-activity costs are input into a computerized management system.

Co-ordinate staff training and development.

Direct and supervise water meter technicians and backflow prevention technicians. Provide technical knowledge and site evaluation necessary to direct staff as required.

Arrange for and conduct meetings when required, with consultants and/or contractors, to clarify and expedite projects.

Ensure projects are processed, co-ordinated, and monitored as required in the Hansen database system.

Co-ordinate preventive maintenance programs.

Plan, schedule, and assign work. Complete and maintain records such as time sheets, locate requests, and staff absence reports. Input and retrieve data from a computerized maintenance management system (Hansen).

Oversee and inspect fieldwork by staff and external contractors and day-to-day operations of the Wentworth Yard including inventory control, general cleanliness, and preparedness.

Receive and answer inquiries from staff, the public, utilities, other departments, and contractors in a timely manner.

Ensure that water quality is protected, and all works are compliant with the Ontario Safe Drinking Water Regulations as well as ensuring full cost recovery under the Ontario Sustainable Water and Sewage Systems Act.

Ensure that repairs and replacements of water meter and cross connection control assets conform to the guidelines of maintenance management manuals.

Ensure that material inventory levels are controlled and adequate for continuity of day-to-day and emergency operations and that requisitions for supplies, equipment and materials are processed.

Drive service vehicle. Perform daily circle check.

Read and interpret blueprints, GIMS, and specifications and standards plans and profiles "as-built" drawings.

Provide background information on policies, programs, Waterworks and Wastewater Bylaws, work methods, and procedures where appropriate.

Require daily, complex decision-making using sound judgement, ingenuity, independent thinking, and team-building skills to maximize effectiveness of operations.

Be prepared to perform emergency response coverage.

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

## **QUALIFICATIONS**

1. Demonstrated extensive knowledge of the duties listed above normally acquired through a Community College Diploma as an Engineering Technologist (Mechanical or Civil preferred) or a Trade Licence as a Journeyman Plumber or approved equivalent and/or a combination of education and progressive work-related experience.
2. Certification as a Water Meter Installer or equivalent.
3. Journeyman Plumber would be preferred.
4. Previous extensive experience in the installation and maintenance of water meters.
5. Previous extensive experience in the installation and maintenance of backflow prevention devices.
6. Must possess progressive satisfactory supervisory experience in the construction and/or maintenance of water metering or distribution systems.
7. Must have demonstrated knowledge of the Occupational Health and Safety Acts and Regulations and the Ontario Safe Drinking Water Act and Ontario Sustainable Water and Sewage Systems Act. Must have a broad knowledge of City of Hamilton Bylaws, Traffic Control Manuals, City Safety Policies, Maintenance Management Standards, Ontario Fire Code, Plumbing and Building Codes.
8. Working knowledge of GIS system, GeoMedia preferred.
9. Experience in a computerized environment with word processing, data entry, and manipulation of

spreadsheets.

10. Must be able to demonstrate the ability to analyze productivity reports, cost statements, technical reports, problems and procedures.
11. Ability to read and interpret blueprints; plan and profile "as-built" drawings.
12. Working knowledge of the Infrastructure Management System (Hansen Database preferred).
13. Must be able to demonstrate knowledge of activity-based costing and asset management.
14. Must be able to demonstrate the ability to communicate effectively with all levels of staff and the public.
15. Must possess a valid Ontario Driver's Licence, Class "G".

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