

Operator
Water & Wastewater Operations

Department:	Engineering & Public Works	Reports to:	Chief Operator – Water & Wastewater Operations
Effective Date:	December 2019	Supersedes:	April 2014 (Operator 2)
Classification:	CUPE Outside Class 6	Job Evaluation Date:	August 2012

SUMMARY:

The Operator will receive day-to-day instruction and supervision from the Chief Operator, Water & Wastewater Operations, or Overall Responsible Operator (ORO), and can act as the Operator in Charge (OIC) as defined in provincial statutes, as required. The Operator assists the ORO in the safe and efficient operation and maintenance of Muskoka's water and wastewater subsystems.

MAJOR RESPONSIBILITIES (not limited to):

- Operates and maintains all assigned subsystems, as required.
- Assists ORO and Lead Operators in the general operation, maintenance and repair of systems and facilities.
- Acts as "Operator in Charge" (OIC) as defined in provincial statutes.
- Coordinates the activities of assigned personnel.
- Performs all chemical tests and/or collects samples in the prescribed manner in compliance with Certificates of Approval, legislation, policy and procedures.
- Assists in the preparation of work schedules and documentation for the billing of third parties.
- Assists in the ordering of all necessary chemicals, equipment, parts, etc., as required.
- Enters daily logging of facility performance, maintenance, repairs and process changes following provincial statutes.
- Responds to and resolves, when possible, customer inquiries and concerns, but refers more complex matters to the ORO
- Conducts facility tours and participates in public education events, when required.
- Works safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District.
- Undertakes standby duties, as required.
- Performs related duties as assigned.

EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Minimum Grade 12 education, or equivalent
- Must hold, at minimum, Class 1 licenses/ certificates which would allow the Operator to be designated as OIC under the Ministry regulations for the subsystem in which they are working
- Greater than twelve months operating experience, as defined in the Licensing Guidelines of the Ministry
- Knowledge of applicable legislation and regulations (e.g., Occupational Health & Safety Act, Drinking Water Standards, Drinking Water Protection Regulations, Safe Drinking Water Act, Spills Act, etc.)
- Demonstrated ability to communicate effectively and courteously with District staff and members of the public and resolve situations through strong interpersonal and communication skills
- A sound knowledge of engineering, electrical and mechanical systems
- Proficiency with various computer systems (e.g. MSOffice Suite, familiarity with SCADA systems is an asset).
- Hold a valid Ontario Driver's license.

DECISION MAKING & INDEPENDENCE:

This job works under the general direction of the Area Manager, WWW Operations and takes day to day direction from the Chief Operator/ ORO. This job can be assigned as the OIC and thereby be responsible for making reasonable decisions to modify or make adjustments to processes within their systems as defined by Ministry guidelines Working within the framework of the District's departmental, division, branch policies, directives, guidelines and objectives, this job:

- Works with minimal supervision, completing tasks as assigned – Manager, Chief Operator or Lead Operator are available in-person or via phone should issues arise
- May develop minor modifications to its own work situations but is required to comply with all rules, regulations, SOPs, guidelines, etc.
 - Requires skill to operate equipment (District vehicles, backhoe, pumps, tools, gas powered saws, generators, drills, etc.) and be mechanically minded with a solid understanding of wiring, hydraulics, etc.
- Refers unusual situations or problems to the ORO but is expected to be able to troubleshoot and resolve straightforward problems, especially while on-call
- Requires constant awareness and alertness when working on roadways (lines operations), and entering homes of customers, conducting sampling (adverse water quality), etc.

The job will have access to sensitive data related to water shut offs, etc.

FINANCIAL RESPONSIBILITY

Responsible for making small purchases within defined limits and in accordance with purchasing/ procurement guidelines. This job is not responsible for monitoring budgets but may make suggestions to the Chief Operator or Area Manager on new equipment, supply re-order needs, etc.

SUPERVISORY RESPONSIBILITY:

No supervisory duties but will be expected to provide training/ job shadowing opportunities to new staff members in Operator and Operator-in-Training jobs.

CONTACTS:

- Work with internal departmental staff including management as well as staff in other departments (i.e. finance)
- External communication with employees of vendors/ contractor, and the public
- Contribute to positive customer service with customers/rate-payers – tact, diplomacy and assertiveness required to explain proper procedures/ handle straight forward complaints/ providing plant tours and explanations - refers unusual/ difficult customer or contractor situations to ORO

PHYSICAL / PSYCHOLOGICAL DEMANDS & WORKING CONDITIONS:

- Regular exposure to severely disagreeable work situations including odours, noise, heat, cold, chemicals, traffic, etc.
- Works outdoors in year round weather conditions
- Sitting, standing, walking over rough ground, climbing, confined space entry
- Regular reaching, pushing, pulling and lifting (some heavy)
- Often required to work in cramped and uncomfortable positions
- Works some overtime hours to meet operational needs
- Participates in the on-call schedule on a rotational basis

HEALTH & SAFETY RESPONSIBILITIES (for workers):

- Work in a safe manner that is in compliance with the Occupational Health & Safety Act and policies/ procedures of the District
- Participate in health and safety-related training
- Wear or use the required protective equipment, clothing and/or devices
- Report injuries, hazards, or equipment defects