

TOWN OF STRATFORD - JOB DESCRIPTION			
POSITION:	Utility Supervisor	JOB NUMBER:	No. 38
SALARY RANGE:	Level 8, 40 hours per week	ESTABLISHED:	January 1999
RESPONSIBLE TO:	Infrastructure Superintended	REVISED:	January 2019

JOB SUMMARY

- The Utility Supervisor is responsible for overseeing the Town's utility systems, as well as, assisting the Superintended in the administration of the Town's Infrastructure operations to best meet the needs of residents and members of the public.

MAJOR RESPONSIBILITIES

- To operate, inspect, maintain, and oversee capital improvements to the Town's utility systems including, but not limited to, the sewer lift stations, sewer collection piping and forcemains, as well as, water well systems, water distribution piping and standpipes and to keep detailed and accurate records of operation parameters;
- To oversee and inspect any and all connections to our water and wastewater systems (i.e., sewer and water lateral connections);
- To oversee and maintain the utility Scada System;
- To oversee and maintain the utility metering program;
- To develop and implement preventative maintenance plans and programs for all utility systems and respond to emergency calls for repairs;
- To report regularly on the status of projects and quality of work performed by staff supervised;
- To purchase and maintain stock of necessary materials, parts and supplies;
- To assist in managing the utility customer information and billing process;
- To develop and carry out water conservation programs including youth education programs and incentive programs;
- To assist in Infrastructure maintenance operations including snow removal, and de-icing of Utility and Town owned properties.
- To complete other tasks assigned by the Infrastructure Superintendent.

KNOW HOW

- Extensive knowledge in of utility systems and operations acquired through the completion of (ACWWVCP), Wastewater Collection Class II Certification, Water Distribution Level II Certification and a minimum of two years related experience;
- Proficiency in the operation and maintenance of a variety of heavy vehicles and equipment, typically acquired via Class III Prince Edward Island Driver's License with an excellent driving record would be and asset;
- Maintains safe, organized work areas ensuring compliance with safety regulations and confined space training;
- Experience in building and grounds maintenance, including minor carpentry, electrical, and plumbing repairs;
- Proficiency in personal computer applications including the Microsoft suite of programs, security, GIS, and SCADA systems;
- Strong leadership, interpersonal, and communications skills; and
- Minimum Grade 12 or equivalent and must be bondable.

WORKING RELATIONSHIPS

- Reports to and assists the Infrastructure Superintendent;
- Supervises and assists in the selection of utility, maintenance, and volunteer staff;
- To liaise with user groups, seek pricing, and oversee the work of contractors; and
- Interacts with utility customers, community organizations, government agencies and the public.

PROBLEM SOLVING

- The ability to respond effectively and efficiently to resolve utility system, and public works, related issues;
- The ability to evaluate the condition of equipment, make recommendations and determine a course of action;
- The ability to deal with complaints from utility customers, and members of the public; and
- The ability to resolve simple conflicts among staff and volunteers, when necessary, apply judgement to determine what issues need to be escalated.

ACCOUNTABILITY

- Accountable to the Infrastructure Superintendent for performance, to supervised staff and volunteers for leadership, to department staff for collaboration, to utility/infrastructure users for the efficient operation of systems and repairs.

WORKING CONDITIONS

- Physical Effort – work involves long periods of physical exertion, often in confined spaces, related to the maintenance of utility systems and Town properties with equipment weighing no more than 25 Kg.
- Physical Environment – works outdoors tending to public works, utility systems, and Town properties, travelling to multiple sites within the Town, and indoors to repair buildings and equipment when necessary.
- Sensory Attention – requires significant outdoor work in all weather conditions and telephone and personal communications with department staff.
- Mental Stress – supervises a team of staff, works under pressure, on-call, after normal working hours and on weekends, members of the public will not always be happy or pleasant, particularly when feeling aggrieved.