

# JOB DESCRIPTION



<b>Job Title</b>	Supervisor of Integrated Water Services		
<b>Reports To</b>	Manager of Public Works	<b>Job Grade</b>	12
<b>Department</b>	Public Works and Infrastructure Services	<b>Hours per Week</b>	35
<b>Location</b>	Operations Building	<b>Effective</b>	May 11, 2026
<b>EBG Employee:</b>	No	<b>Status</b>	Full-Time

## Job Summary

The Supervisor of Integrated Water Services, under the direction of the Manager of Public Works, is responsible for overseeing the operation and maintenance of the municipal water distribution, wastewater collection, and stormwater management systems. This role ensures all activities comply with applicable legislation, regulations, and standards. Designated as the Overall Responsible Operator (ORO), the position provides oversight of the Drinking Water Quality Management System (DWQMS) and the Consolidated Linear Infrastructure (CLI) Environmental Compliance Approvals (ECA).

## Job Requirements

- Post-secondary degree or diploma in Civil, Water Resources, or Environmental Engineering/Sciences, or a related field.
- Minimum five (5) years of progressive, related experience in a supervisory or management role.
- Certified Engineering Technologist (C.E.T.) or Certified Technician (C.Tech.) designation with the Ontario Association of Certified Engineering Technicians and Technologists (OACETT).
- Class 1 Water Distribution and Class 2 Wastewater Collection licenses.
- Valid Ontario Class G driver's license.
- Thorough knowledge of applicable legislation, regulations, and standards, including the Safe Drinking Water Act (SDWA), Ontario Water Resources Act (OWRA), Clean Water Act, Environmental Protection Act (EPA), Municipal Act, Municipal Drainage Act, and Occupational Health and Safety Act (OHSA).
- Proficiency with municipal and office software (Microsoft 365, Esri ArcGIS, eScribe, Salesforce, PSD Citywide).
- Demonstrated leadership, communication, and problem-solving skills, with a track record of accountable and transparent decision-making.
- Ability to manage multiple priorities in a dynamic environment, including emergencies, significant weather events and infrastructure challenges.
- Collaborative mindset with a focus on continuous improvement and delivering excellent customer service.

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## Job Duties

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### Operations and Maintenance

- Fulfill regulatory duties as Overall Responsible Operator (ORO) for municipal water distribution and wastewater collection systems.
- Oversee and coordinate daily operations, maintenance, and performance of water distribution, wastewater collection, and stormwater management systems (excluding roadside ditches), ensuring a safe and reliable supply of potable water and protection of public health, property, and the environment.
- Coordinate and oversee routine and emergency maintenance, repairs, and capital improvements across all Integrated Water Services infrastructure.
- Review and approve commissioning plans and checklists, service installation permits, and new connections to existing water, wastewater, and stormwater infrastructure.
- Conduct and support investigations and studies, including collaboration with consultants, site visits, and review of deliverables.
- Review and comment on engineering drawings, specifications, and tender documents, and evaluate submissions for capital and operational projects.

### Regulatory Compliance, Licensing, and Permitting

- Ensure compliance with applicable legislation and regulations.
- Maintain the Municipal Drinking Water License and Drinking Water Works Permit (DWWP), including preparation of required submissions.
- Oversee compliance with and maintain approvals for the Drinking Water Quality Management System (DWQMS) and Consolidated Linear Infrastructure (CLI) Environmental Compliance Approval (ECA) for municipal water, wastewater, and stormwater systems.
- Remain current with evolving legislation and regulatory requirements.

### Administrative, Reporting, and Financial Management

- Develop and review by-laws, policies, procedures, standards, and best practices for Integrated Water Services.
- Prepare and submit administrative and technical reports in accordance with legislated requirements to regulatory agencies and/or Council.
- Assist in the preparation of levy- and rate-supported capital and operating budgets for water, wastewater, and stormwater services, and support the delivery and monitoring of programs in accordance with approved budgets.
- Review and approve invoices related to Integrated Water Services.

### Staff Supervision and Resource Management

- Provide accountable and transparent leadership by working collaboratively with staff and other departments to foster a high-performing team environment.
- Supervise staff, including work planning and assignment, performance management, succession planning, training and development, and progressive discipline, while ensuring compliance with regulatory and occupational health and safety requirements.
- Conduct or delegate periodic inspections of work to ensure quality, service levels, and compliance with applicable legislation, standards, policies, and best practices.
- Review and recommend staffing requirements and participate in recruitment and selection processes.

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- Ensure the efficient and cost-effective use of resources, including budget, inventory, procurement, staff, and equipment, to deliver approved programs.
- Lead regular meetings to support communication, coordination, and continuous improvement within the Integrated Water Services Division.

## **Communications and Customer Experience**

- Liaise with internal and external stakeholders, including agencies, consultants, contractors, developers, and the public.
- Respond to Council and public inquiries and service requests promptly and clearly, ensuring follow-up and resolution.
- Ensure inquiries and service requests are resolved through timely follow-up and clear communication of outcomes to Council and members of the public.

## **General Responsibilities**

- Promote and deliver a high standard of customer service through responsive, respectful, and effective communication and service delivery.
- Maintain the highest standards of professionalism, integrity, and confidentiality in all aspects of work.
- Adhere to and support all Town policies, procedures, and regulations, ensuring compliance within the division.
- Demonstrate initiative and a commitment to continuous improvement by identifying and implementing efficient and effective work practices.
- Perform all duties in a safe manner, fostering a culture of health and safety and ensuring compliance with the Occupational Health and Safety Act and applicable regulations.
- Perform other duties as assigned by the Manager of Public Works or their designate.

## **Competencies**

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**Accountability** - Takes ownership of personal workload, as well as the workload of employees under their direction.

**Coaching** - Engages in regular, structured discussions with employees to encourage and improve performance and attain organizational objectives.

**Conflict Management** - Foresees potential conflict and takes preventative steps. Addresses conflict when it arises, assisting with resolution or determining solutions.

**Decision Making** - Makes concrete, well-informed and thought-out decisions that support the overall organization. Has the ability to make quick, effective decisions even when data and details are limited.

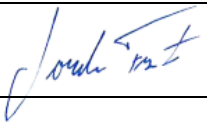

**Leadership** - Works well with a wide range of individuals, providing support, coaching, encouragement, and direction.

**Managing Performance** - Identifies employees' strengths and weaknesses and provides long-term direction and support regarding areas of growth.

**Ownership** - Takes pride in the work that is accomplished and understands the function of tasks within the larger picture of the organization. Ensure deadlines are met, and work is completed properly.

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<b>Reviewed By: Name and Title</b>	Jordan Frost, Director of Public Works and Infrastructure Services		
<b>Signature:</b>		<b>Date Reviewed:</b>	May 11, 2026
<b>Approved By: Name and Title</b>	Nick Ruller, Chief Administrative Officer		
<b>Signature:</b>		<b>Date Approved:</b>	May 11, 2026
<p>The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job. Further interpretation of this Job Description is the responsibility of the Council, the CAO and/or the Department Director and when applicable in consultation with the 'Employee Bargaining Group.' The Corporation of the Town of Niagara-on-the-Lake reserves the right to make, modify, revoke, suspend, terminate, or change any part of this Job Description, in whole or in part, at any time.</p>			