



A Natural Attraction

City of Quinte West

Job Description

Position: Quality Management Technician
Department: Public Works and Environmental Services
Reports to: Manager of Water/Wastewater Services

Purpose and Scope:

Reporting to the Manager of Water/Wastewater Services, the Quality Management Technician will assist the Manager of Water/Wastewater Services and the Compliance Coordinator with a wide variety of technical and administrative functions and provide support to Water/Wastewater departmental operations, design and budgetary decisions through performance reporting, systems and needs analyses.

Duties and Responsibilities:

- Supports sound analysis of operational models and practices to support improvement in service delivery.
- Supports analysis to highlight areas that need to be more fully integrated from a system development perspective.
- Supports the design and development of new programs by providing quality assurance measures and benchmarks to indicate the effectiveness of service delivery.
- Provide overall co-ordination and maintenance of the maintenance management program including opening and closing of work orders and distributing same to the Overall Responsible Operator (ORO's) for direct assignment. Follow up on scheduled work with staff to ensure that work orders are being completed.
- Provides input into development of appropriate areas of the department budget.

- Maintain up to date asset inventory and maintenance procedures for all equipment.
- Drafts reports as requested by the Manager of Water/Wastewater Services.
- Assists with Quality Management System (QMS) and compliance related items as assigned. This may include conducting QMS audits, maintaining training records, and preparation reports.
- Assists in coordinating the release of information for all reporting requirements to the Ministry of the Environment and related documentation.
- Assists in coordinating information for the department including: security access, collection and analysis of data, retention and destruction of records.
- Provides support in Continuous Quality Improvement (CQI) processes with respect to Ministry of Environment and other related legislative bodies.
- Provide consistent support to the Manager for reviewing invoices, coding invoices and follow up with vendors as necessary. Maintaining file of invoices for Capital projects and critical operational expenditures. Follows up directly with operations staff and ORO's to ensure the purchasing documentation is completed properly.
- The position assists the Manager with the development of the scope of work for the various tenders, Request for Proposals (RFPs) and quotations, capital project implementation, record keeping and budget tracking.
- Supports the education and training of staff in the area of legislation pertaining to Water/Wastewater Services.
- Supports the Manager with the delivery of the Health and Safety program for the department.
- Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

Note: Above duties are representative of a typical position and are not to be construed as all-inclusive.

Contacts:

The position will have direct contact with:

Internal: Manager of Water/Wastewater Services, ORO-WTP/WWTP, Director of Public Works and Environmental Services, Compliance Coordinator, Superintendent of Water/Wastewater Services, WTP/WWTP Operators, other City Staff.

External: General Public, Consultants, Contractors, Ministry Personnel and Government Agencies.

Education/Specialized Training/Skills:

The position will require:

- A minimum of a two (2) year Community College Diploma – Environmental or Chemical Technician or related field.
- Valid Class G Driver's Licence and safe driving record.
- Comprehensive knowledge of applicable legislation and regulations i.e. Occupational Health and Safety Act (OHSA), Safe Drinking Water Act (SWDA), Sustainable Water & Sewer Act.
- Proven interpersonal skills.
- Proven time management skills and the ability to manage several projects simultaneously.
- Proven analytical and problem solving skills, sound technical and administrative skills.
- Excellent communication skills both written and verbal.
- Demonstrated understanding of Water/Wastewater treatment systems in a municipal environment.
- Computer and record keeping skills.
- Proven ability to use corporate standard software and/or department specific software to accomplish job responsibilities. i.e. Excel, Word, Office.

Preferred:

- Valid Operator in Training (OIT) for Water/Wastewater Treatment facilities.

Work Experience:

A minimum of two (2) years of experience in the field of water treatment and wastewater treatment systems is required. Experience in quality management and continuous quality improvement systems an asset.

Decision Making:


The position is responsible for providing timely and accurate information to the Manager of Water/Wastewater Services and Compliance Coordinator and responding to the direction generated by same. Judgment involving making decisions affecting the accuracy, quality and prioritization of work is required.

Supervision:

- Not applicable.

Work Environment:


- Works primarily in an office environment.



Manager of Water/Wastewater
Services

Sept 19, 2018

Date



Director of Public Works and
Environmental Services

Sept 19/18

Date

Lou Coxwell-Duncan

Manager of Human Resources

September 19, 2018

Date