



Job Description

Utility Services Manager

Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: General Manager of Environmental Services

TITLE OF IMMEDIATE SUBORDINATES: Environmental Coordinator – Water and Utilities, Water Services Liaison

DEPARTMENT: Environmental Services

SUMMARY OF POSITION:

The Utility Services Manager oversees the delivery of water and storm water services within the Environmental Services department on all non-operational aspects, and may potentially oversee other services such as sewer and waste water management. The Utility Services Manager leads a team responsible for maintaining utility infrastructure, managing contracts, and ensuring compliance with regulations. Key responsibilities include managing staff, projects, and budgets; providing technical expertise; strategic planning and compliance; customer service and communication; and legal and administrative duties.

A key part of this role is managing communications with members of the public and other stakeholders. The role requires the ability to communicate effectively with stakeholders as well as strong leadership and technical skills.

ROLE AND RESPONSIBILITIES:

As a member of the Utility Services team, responsibilities include, but not limited to:

Management and Leadership:

- Establish, administer, and maintain Utility services.
- Liaise with Development Services for utilities service requirements.
- Develop annual work plans, budgets, and emergency response plans.
- Manage and lead staff, including conducting performance appraisals, employee development, and training.
- Assist in setting goals and objectives for the Utility Services team.
- Review and update Occupational Health and Safety program and Safe Work Procedures.

External Communication:

- Respond to queries and concerns raised by Directors and Committees/Commissions.
- Respond to public inquiries and complaints.
- Liaise with other government agencies.

Project Management:

- Work with the GM, the Water Operations Manager and Sr. Project Manager to determine annual project plans.
- Oversee general non-operational utility services projects.
- Provide support to the Project Management team and/or the Water Operations team on other projects as required.
- Collaborate with Project Managers overseeing large water & utility projects, including
 - working in partnership with the Project Management team on Capital Works projects, and
 - preparing and overseeing related contracts, including tendering documents, recommending contract awards, and supervising contracts to ensure compliance and effectiveness.

Strategic Planning and Compliance:

- Provide strategic advice on utilities services to stakeholders.
- Ensure compliance with applicable acts, regulations, and guidelines, including permit triggered legal reporting requirements.
- Assess applicant systems and manage acquisition strategy for utility services.
- Develop, review, and update related policies, procedures, and plans.
- Prepare reports, studies, and correspondence related to department activities.
- Tender goods and services for utilities subject to purchasing policy.
- Lead the acquisition process for new water systems and manage public communications related to the acquisition.
- Lead the development of related management plans as required (e.g., liquid waste).

Technical Support:

- Oversee the ongoing maintenance and refinement of the Asset Management Plan.
- Conduct Water and Utilities field inspections.
- Governance:
- Prepare legal documents, contracts, statutes, bylaws, policies, and guidelines.
- Prepare administrative and technical reports, including Board, committee, and commission reports, as well as studies and correspondence as required.
- Provide information and recommendations to Committees, Advisory Committees, and external stakeholders.

Other duties as assigned.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- Diploma in engineering technology or a related field;
- Minimum five (5) years' related experience (e.g. managing or maintaining water, sewer and storm water systems)
- Supervisory and budgeting experience.
- Experience in local government or consulting environment is preferred;
- These are definite assets in this position:
 - a. Demonstrated knowledge of, and familiarity, with small water systems and utilities and their challenges;

- b. Experience in civil engineering design, inspection of infrastructure and capital works, with thorough knowledge of methods, materials and construction practices;
 - c. Eligibility for membership in the ASTTBC.
- An equivalent combination of education, experience and eligibility may be considered.
 - Valid BC Drivers License and a satisfactory Drivers Abstract; and
 - Satisfactory Criminal Record.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of new technologies and operations of treatment facilities for water, wastewater and storm water.
- Demonstrated ability to develop, lead and motivate a team and to provide direction, coaching, guidance and discipline as required
- Demonstrated conflict management and dispute resolution skills.
- Ability to establish and maintain professional working relationships with external stakeholders including contractors, consultants, external agencies, elected officials, and the general public.
- In depth understanding of, and ability to apply, relevant acts, regulations and guidelines applicable to utility services in a local government setting including but not limited to the Local Government Act, Water Act, Health Act, Environmental Management Act and Occupational Health and Safety Regulation (all BC) in addition to other relevant provincial and federal legislation, codes, standards and practices.
- Demonstrated computer skills using spreadsheets, databases and project management programs (SCADA, EPANet, MMCD), data processing programs and maintenance management software.
- Ability to prepare and interpret comprehensive technical reports, studies, plans, strategies, legal documents, contracts and tender documents, statutes, codes, standards and bylaws.
- Highly developed public relations, public speaking and interpersonal skills.
- Ability to work independently and in a consultative, teamwork environment.
- Professional manner and demonstrated ability to act with maturity, tact and diplomacy in all matters.
- Strong communication skills, including the ability to prepare correspondence and technical reports in a clear and concise manner.
- Commitment to the RDCK values: Health and Safety, Integrity, Accountability and Respect.

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

Employee Name

Employee Signature

Date

Employer Representative Name

Employer Representative Signature

Date