



**TOWN OF CRESTON
UTILITIES SUPERINTENDENT
JOB DESCRIPTION**

Job Title: Utilities Superintendent	Department: Public Works	Division: Infrastructure Services
Classification: Management (Exempt)	Supervisor's Title: Director of Infrastructure Services	Date: April 2025

Nature And Scope

The *Utilities Superintendent* coordinates and optimizes the operation and maintenance of the treatment, distribution and collection of the water, waste water and storm water infrastructure to meet strategic objectives and defined service levels; plans and monitors operating budgets, and participates in the development of capital project plans.

The *Utilities Superintendent* will coach, supervise, and oversee the WWTP team of unionized staff and will develop and implement systems, practices, and procedures to improve department efficiency and functionality. Additionally, they will ensure operations comply with Occupational Health and Safety regulations, applicable environmental legislation, and approved Town of Creston policies and procedures.

Reporting Relationships

The *Utilities Superintendent* reports directly to the *Director of Infrastructure Services* or designate.

Key Responsibilities and Duties

- Provide comprehensive leadership for the Utilities Department, including mentoring and directing employees within a collaborative team-based environment.
- Supports the training and motivation of departmental personnel.
- Assists with employee disciplinary matters in a timely and appropriate manner, as per Town Policies.
- Plan, organize and supervise operational activities of the WWTP and wastewater collection systems.
- Prepares work plans for the maintenance of the water distribution and wastewater collection (including drainage) systems.
- Ensure compliance with regulatory requirements related to water and wastewater systems.
- Prepare and monitor operational and related capital budgets to ensure budgeted programs are effectively implemented and achieved.
- Prepare contract specifications ensuring procurement is carried out in accordance with municipal policies and procedures.
- Coordinate projects and programs to improve efficiencies.
- Develop, recommend and implement procedures and practices, including preventive maintenance schedules.
- Ensure that staff are appropriately trained in the proper use and operation of machinery and equipment.

- Enforces operational policies and safety standards for WWTP employees under WorkSafe BC regulations, including PPE.
- Oversees staff performance, identifies training needs, and development opportunities.
- Ensures that all employees under their supervision possess the requisite equipment and supplies needed to effectively complete their assigned responsibilities.
- Hire, promote and discipline employees within a unionized environment.
- In the absence of the Public Works Superintendent, assist in supervising the maintenance and operation of the Public Works Department and equipment.
- Address public inquiries concerning water distribution and wastewater collection systems. Ensure all inquiries and complaints are handled promptly and courteously.
- Inspects connections and disconnections from municipal utilities, provides instruction following established standards, and maintains accurate and comprehensive records of installations.
- Provides oral and written reports to the Director of Infrastructure Services on Utility activities, administrative, regulatory, legal, human resources and other matters as required or requested.
- Offer technical advice to the Director of Infrastructure Services for the annual Utilities budget.
- Help prepare cost estimates for capital projects and new operational initiatives.
- Supports the Director of Infrastructure Services in managing third-party tenders, contracts, and projects.
- Supports the collection, completion, and coding of employee time sheets.
- Keep an accurate inventory of all assets belonging to the Public Works and Utilities Departments.
- Follow the Town Purchasing Policy to buy materials and supplies, verify received goods, and cost-code invoices.
- Stay aware of trends in water distribution, wastewater collection and WWTP maintenance. Ensure best practices align with changing government regulations and industry standards.
- Ensures effective collaboration with all internal departments and external government agencies.
- Coordinate utility installations with utility companies.
- Participate in the rotation of after-hours and weekend on-call schedule as required.
- May be requested to substitute in a more senior position.
- May be requested to obtain additional certifications and/or training related to current job classification.
- Perform other duties related to the position's nature and scope as assigned by the Director of Infrastructure Services or their designate.

Required Knowledge, Abilities and Skills

- Possess proficient written and oral communication abilities, interpersonal and leadership skills, public relations capability, and practical problem-solving capabilities, including establishing, maintaining, and fostering positive, harmonious and effective working relationships.
- Ability to work efficiently under pressure and handle contentious matters effectively.

- Comprehensive knowledge in the operation and maintenance of water distribution and wastewater collection systems and stormwater systems.
- Thorough understanding of current WorkSafeBC Regulations pertaining to water distribution, wastewater collection and WWTP operations, including safety precautions and occupational hazards in the use of equipment; safe work methods and practices.
- Ability to work independently with limited supervision, possessing strong oral and written communication skills. Capable of interacting effectively and courteously with Council members, staff, external agencies, and the general public.
- Preferred knowledge of budgeting, technical drawings, and project management, along with extensive experience in equipment operation, maintenance, and repair.
- Competence in planning, leading, assigning, coaching, and guiding employees within the Utilities Department.
- Operate a computer and applicable software, including word processing and spreadsheet software.
- Exceptional listening, understanding, communication, organizational, time-management, problem-solving, and leadership skills.
- Capacity to maintain courteous, tactful, and effective relations with the public, contractors, and utility companies.
- Proactively anticipate client or customer needs and responds to issues positively and promptly.
- Proven ability to identify training needs and educational programs, coordinating crew member training effectively.
- Commitment to continuous learning and enhancing one's own knowledge and technical skills in response to evolving business practices, new ideas, and methods.

Required Training, Education and Experience

- Grade 12 graduation or GED/CAEC.
- A minimum of 5-10 years of related experience in water distribution and wastewater collection systems.
- A minimum of 2-3 years of experience in a supervisory position related to water and wastewater, preferably in a unionized environment.
- Supervisory training for a unionized environment.
- Ability to work independently, strong interpersonal and communication skills, and effectiveness in team-oriented environments are required.
- Basic computer proficiency and experience using MS Office (Outlook, Word & Excel), and related software programs used by the municipality.

Required Licences and Certificates

- BC Driver's Licence, Class 5 (with Air Endorsement)
- EOCP Water Distribution Level I or II
- EOCP Water Treatment Level I
- EOCP Wastewater Collection Operator Level I or II

- EOCP Wastewater Treatment Level III or IV
- EOCP recognized Chlorine Handler's certification

Preferred Training, Education and Experience

- BC Driver's Licence, Class 3
- Post-secondary education equivalent to a Diploma (or higher) related to Mechanical, Chemical, Environmental or Engineering

General Work Expectations & Conditions

- Normal work week is 40 hours per week and generally scheduled between 7:00 a.m. to 3:30 p.m. Monday through Friday. Work hours and days may be adjusted to accommodate operational needs of the municipality depending on workload, capital projects and/or emergency situations.
- Respond to standbys / callouts as required (occasional).
- Lift and move heavy materials and equipment (occasional).
- Work in confined spaces (occasional).
- The position requires mental alertness to ensure the safety of others and requires mental and visual concentration.
- Working conditions contain moderate risks which require planned safety precautions for limited periods of time and may be subject to inclement weather, equipment noise, proximity to traffic or exposure to raw sewage during the discharge of responsibilities.
- Working locations include WWTP and other various locations in the municipality.
- Eyesight must be in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.
- Hearing must be in the normal audio range with or without correction.