



Supervisor, Utility Services

Requisition Number: 298

Job Type: Permanent Full-Time

Location: Rocky View County, Alberta

Number of Positions: 1

Minimum Salary: 116,105

Rocky View County values our employees and provides a welcoming and stable work environment where positive energy, creativity, and a service mindset are encouraged. We seek individuals who enjoy making a difference and contributing meaningfully to a vibrant community. Our valued and diverse team of 500+ employees are provided with the same concern, respect, and caring attitude as the over 40,000 people who call Rocky View County home.

At Rocky View County we value employee work/life balance. Staff are provided with opportunities to grow professionally while being supported with paid training, a competitive salary, benefits after 30 days, 27 paid days off in their first year, plus general holidays, a pension plan, paid sick time, and a hybrid work environment for eligible positions.

Position Summary

Reporting to the Manager Utility Services, the Supervisor coordinates the work of the Utility Operations and Solid Waste & Recycling teams and ensures the coordination, implementation, and monitoring of contracts and activities involving municipal water, wastewater, storm water servicing and solid waste and recycling. The Supervisor provides day-to-day oversight of all operations and contract portfolios related to these services so that a high level of customer service is maintained.

The Supervisor provides leadership, coordination, collaboration, and direction to the teams to ensure that services are provided to staff, residents, and stakeholders in a timely, accurate, effective, and efficient manner.

Core Accountabilities

Daily Operations

- Monitor and administer third-party operation and maintenance contracts to ensure that County-owned infrastructure and services are in full compliance with applicable regulatory approvals.
- Manage varied contracts for the delivery of service and material supply relative the County's Utility Services programming.
- Oversee production, reception, and proper filing of Franchise Agreement deliverables.
- Supervise third-party completion of non-contractual operation and maintenance activities.
- Audit regulatory and operational data provided by third party contractors.
- Review monthly operations reports submitted by third party operation and maintenance contractors.
- Review and add professional commentary on all circulations, as appropriate.



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- Develop and maintain communication channels and messaging for program success including working collaboratively with the Communications department and managing the Waste Guide App.
- Work with stakeholders to initiate, expand, or otherwise alter current waste management programs and new initiatives.
- Coordinate all necessary operation and maintenance for non-contracted County-owned utilities (largely storm water management systems).
- Develop and implement procedures required for effective management of County utility systems.
- Administer Regulatory Approvals and Licenses issued to the Municipality with respect to water, wastewater, and storm water to ensure compliance with applicable legislation.
- Review and make recommendations for new or existing bylaws and standards.
- Compile and submit required annual reports to the applicable regulatory agencies.

Strategic | Fiscal

- Assist the Manager to ensure work plans, business plans and budgets align with the overall direction of Council and Corporate objectives.
- Communicate with other Sections/Departments to ensure a coordinated approach to project/initiative identification, development and delivery and budgetary requirements and make recommendations to the Manager.
- Participate in budget preparation and administration, as well as monitor and control expenditures and revenues.
- Participate in the updating and/or implementation and roll-out of policies, procedures, guidelines or protocols and communicate pertinent information to employees.
- Develop and update the County's Servicing Strategy as required.
- Establish and maintain an Asset Management program for utilities and solid waste infrastructure to plan for maintenance, replacement, and growth needs.

Leadership and People Management

- Foster a productive and energized work environment, influences others to create a culture that motivates, challenges, and supports team members in their personal development and delivery of solutions and superior customer service.
- Participate in the recruitment and selection of prospective staff and ensure employee orientation, on-boarding, and training is complete.
- Provide on-going feedback and coaching (including formal performance reviews) and coaching conversations, training, development, recognition and pursue disciplinary progressive actions as required.
- Participate and lead safety meetings, daily field level hazard assessments and review of the job hazard assessment(s).
- Establish and lead the safety culture for teams, inclusive of proper identification of training needs, procedures, PPE and legislated responsibilities.
- Ensure activities are conducted according to OH&S Legislation and Rocky View safe work policies and procedures at all times, ensuring the protection and safety of self, co-workers, the public and environment.
- Administrative
- Assist Manager with budget development and ensure work is completed within budgetary guidelines.



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- Research and draft department related policies and procedures.
- Assist the Manager in preparation of responses and/or reports for Council.
- Provide operational input for pertinent engineering enquiries including memos, reports, designs, and drawings.
- Produce recommendations and business cases for improvements to County utility assets.
- Provide input into the development of operating and capital budgets for County utility systems.
- Act as the Manager in his/her absence as requested.
- Perform other administrative duties and special projects as assigned.

Position Requirements

Completion of a bachelor's degree in engineering (or related field) along with a minimum of ten (10) years in-depth experience working in utility services in a leadership role. Equivalent combination of training and experience may be considered. Solid financial and budgetary skills are a definitive asset.

- Level I certification in water treatment, wastewater treatment, water distribution, wastewater collection would be considered an asset.
- Possess a thorough knowledge base related to municipal utility operations, including the engineering, construction, and maintenance practices this entails.
- Possess the ability to conduct effective relations, liaison, and resolution of issues with the public, other County employees, developers, contractors, ratepayers, and outside governmental agencies.
- Possess the ability to organize and coordinate facility operations and special projects to meet established schedule and budget requirements.
- Possess the ability to work independently on a variety of projects and to supervise contractors as required.
- Experience in customer relations, including challenging and stressful situations.
- Experience in administering and/or working with water, wastewater, and storm water regulatory approvals and licenses.
- Experience in accounting and business practices related to the provision of municipal services is considered an asset.
- Proficiency in MS Office suite.
- Familiarity with utility instrumentation, communications, and controls systems.
- Familiarity/experience with and the ability to work around common industry hazardous environments (unsanitary conditions, extreme weather, chemical exposure).
- Familiarity with Geographical Information Systems (GIS) is an asset.
- Field supervisory experience / skills / training is considered a definite asset.
- Must possess a valid class 5 Alberta driver's license and have access to reliable transportation.

We thank applicants for their interest. Only those selected for an interview will be contacted.

Applications can be submitted online at www.rockyview.ca/careers

Closing Date: **DATE** or until a suitable candidate is found.