

Highlights of the job

We are hiring a **Full-Time Permanent Lead Hand Operator** working out of the Canmore plant location. This opportunity is open to internal and external candidates. Current EPCOR Employees, please ensure that you are using your “@epcor.com” email address.

This is an exciting team leadership opportunity for someone who is passionate about safety, public health, and operational excellence. As a Lead Hand Operator, you will lead a team of skilled professionals and play a key role in mentoring staff, ensuring compliance, and driving continuous improvement in plant operations.

As a Lead Hand Operator, you will report to the Site Manager and are also accountable for overseeing the day-to-day operations of the **Level III Wastewater Treatment Plant (WWTP), with potential exposure to the Level II Water Treatment Plant (WTP), and the Level III Distribution and Collection (D&C) systems**. Additionally, you will perform assigned duties in compliance with the International Standard Organization (ISO) 14001 certified Environmental Management System that has been implemented at the Canmore site.

What you'd be responsible for

- Leading and empowering a team of operators to deliver safe, efficient, and compliant operations across the Level III Wastewater Treatment Plant (WWTP)
- Providing direction and oversight to ensure all regulatory, safety, and operational standards are consistently met or exceeded.
- Collaborating with the Lead Hand D&C to guide operations staff in meeting all regulatory and operational requirements for the approvals to operate, including quality control of records and reporting.
- Ensuring accurate and timely reporting for regulatory, operational, and performance metrics, and using data to inform decision-making.
- Stepping in as a technical leader when needed to support field rounds, lab duties, or troubleshoot complex operational issues.
- Providing expert guidance on process control adjustments and laboratory sampling to optimize plant performance.
- Proactively identifying and resolving operational risks using SCADA data, lab results, and performance trends.
- Managing asset maintenance planning, contractor engagement, and regulatory liaison activities to support long-term infrastructure reliability.
- Championing EPCOR's Health, Safety & Environment (HS&E) policies, ensuring all work is performed to the highest safety standards.
- Collaborating with internal and external stakeholders, including maintenance teams, contractors, engineers, and regulatory bodies, to ensure seamless operations and compliance.
- Representing the team in client and public interactions, demonstrating professionalism and a commitment to service excellence.

- Driving a culture of accountability, performance, and continuous improvement by setting clear expectations and leading by example.
- Mentoring and developing team members, identifying training needs, and supporting professional growth through hands-on coaching and structured learning opportunities.
- Overseeing the development and implementation of procedures and training programs to enhance operational readiness and team capability.
- Balancing leadership and technical responsibilities with a strong ability to delegate effectively.

What's required to be successful

- Grade 12 diploma (GED, or equivalent level of secondary education).
 - Wastewater Technician Certificate/Diploma/Degree from a recognized educational institution will be considered an asset.
- 5+ years directly related experience in the wastewater field with at least 2 years of supervisory experience.
- Minimum Level III certification in Wastewater Treatment and Wastewater disciplines is required.
- Strong working knowledge of Canadian health, safety, and environment (HS&E) regulations and International Standards Organization (ISO) 9001 and 14001 standards.
- Must have a valid Canadian Class 5 Motor Vehicle Operator's License:
 - *with 6 or fewer demerits.*
 - *Ability to qualify for and maintain a valid EPCOR driver's permit.*
 - *A 5-year Commercial Drivers Abstract may be required at the time of hire.*
 - *We are not accepting drivers with a GDL license.*
 - A Class 3 license with Q endorsement will be considered an asset.
- Currently lives within close proximity to Canmore, Cochrane, West Calgary, and the Bow Valley corridor.
- Ability to meet the physical demands and activities inherent to the work performed, as well as to function effectively outside under a variety of weather conditions and through all seasons.
 - Please note that due to the nature of this position you will be required to wear a ½ mask respirator for extended periods on a daily basis.
- Clearance on pre-placement police check, reference check, medical and drug and alcohol testing.
- Proficient in using asset management software IVARA, SAP or similar and using SCADA control systems.
- Adept in Microsoft applications (Outlook, Excel, Power Point etc.). Knowledge and application of data visualization and management systems such as Power BI and HACH Water Information Management System (WIMS) and ability to learn other software systems will be considered an asset.
- Excellent communication (verbal and written), problem solving, planning and organization skills, keen attention to detail, and a high degree of accuracy in everything you do.

- Ability to demonstrate a strong drive for results; can collaborate and work in a diverse team of operators with minimal supervision.
- Proven experience supervising and developing operations staff, with the ability to lead by example, delegate effectively, and foster a high-performing, safety-focused team environment.
- Strong analytical and decision-making skills, with the ability to troubleshoot complex systems and make sound operational judgments under pressure.
- Excellent planning and organizational abilities, with a demonstrated commitment to maintaining a respectful, inclusive, and accountable workplace.
- A safety advocate with an unwavering commitment to safe work practices, quality service and excellence.

Health and safety are integral to EPCOR's work, and we strive to maintain a zero-injury organizational culture. As the successful candidate, you possess a high level of safety awareness and demonstrate safe work practices at all times. You will also be required to actively participate in safety and other job-related training.

Other important facts about this job

Jurisdiction: Out of Scope Hourly (OSH)

Wage: Per matrix scale recognizing certification levels and will be determined at time of offer

Hours of work: 8 hours per day, 40 hours per week, (07:30AM-16:30PM) with one hour lunch time.

- Overtime and weekend work are required.
- Must also participate in the on-call rotation system (30-minute response time required)

Location: Canmore

Bow Valley Housing Allowance: This position is located in Canmore, Alberta. Candidates who choose to reside in Canmore, Exshaw, Deadmans Flats, Lac des Arcs, Harvie Heights or Banff are eligible to receive the Bow Valley pay supplement.

Relocation: EPCOR may provide relocation assistance for the successful candidate and is based on the candidates requirements and meeting the eligibility requirements as outlined in EPCORs Relocation guide. Please note that the relocation lump sum is paid out in two installments – 25% on your first paycheck (following CRA guidelines) and the remaining 75% of the relocation lump sum amount, payable upon Payroll's receipt of the employee's proof of relocation in the form of a government-issued ID with the employee's name and updated address.

Application deadline: Due to operational needs, the position for Operator may close any time. We will be reviewing applications, conducting pre-screening, and booking interviews with candidates throughout the duration of the posting. We wish to thank all that have applied for your interest; however, only those candidates proceeding will be contacted (via email and/or phone).

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Please note the following information:

- A requirement of working for EPCOR is that you are at least 18 years of age, successfully attained a high school diploma (GED, or equivalent level of secondary education) and legally entitled to work in Canada. (A copy of a valid work permit may be required.)
- If you are considered for the position, clearance on all applicable background checks (which may include criminal, identity, educational, and/or credit) and professional reference checks is required. Some EPCOR positions require an enhanced level of background assessment, which is dictated by law. These positions require advanced criminal record checks that must also be conducted from time to time after commencement of employment.
- A technical/practical assessment may be administered during the selection process and this exercise will be used as a part of the selection criterion.
- To meet the physical demands required of some positions, candidates must be in good physical condition and willing to work in all weather conditions. Clearance on pre-placement medical and drug and alcohol testing may be required.