

Job Details

Job Title	Operations Assistant (permanent full time)
Department	Community Services
Classification	Union – CUPE Local 118
Rate of Pay	\$33.91 per hour
Date of Last Revision	October 2024

Job Description

Summary

Under the direction of the Operations Manager, this position is responsible for the safe, efficient, and routine maintenance of various buildings, infrastructure, and vegetation management within Alberni-Clayoquot Regional District (ACRD) services as assigned. The position works collectively with all employees of the ACRD to ensure the delivery of efficient, quality services.

Duties and Responsibilities

General Duties

- Operate vehicles
- Vegetation management, including grass and weed cutting at various ACRD buildings, parks and around infrastructure such as valves, hydrant and, meters, as required
- Operate and assist with maintenance of small engine equipment such as hand tools, landscaping equipment, and materials
- Assisting with meter installations, service repairs, water main repairs, and other water system related maintenance as required
- Respond to incidents as necessary and as directed
- Carry a pager/cell phone on a rotational basis, respond to afterhours emergency calls, alarms, and system malfunctions
- Monitor and maintain pressure reducing stations, pump stations, reservoirs, chlorination stations, distribution pipe work, and all appurtenances connected to them
- Reading water meters
- Assist the public with routine inquiries, requests for service and complaints about ACRD programs
- Assist all ACRD departments with various labour tasks including moving and assembling office furniture, minor construction and repair work

Monitoring

- Assist with keeping up-to-date record for monitoring, sampling, and testing

- Ensures compliance with ACRD's bylaws/policies/procedures, construction and maintenance practices, Work Safe BC, and all other governmental regulatory authorities

Maintenance and Repairs

- Daily work related to landscape and property maintenance and repair
- Daily work related to construction, repair, and maintenance of the water systems and ACRD infrastructure
- Calibrate instruments
- Other duties as assigned

Supervision

Immediate Supervisor – Operations Manager

Indirect Supervisor – Water Utilities Leadhand & Maintenance Technician

Authority and Decision Making

Problem solving

- Landscape equipment operation and minor repairs
- Water main services, failures, leaks, water breaks, lack of water pressure
- Water quality issues
- Meter Reading Discrepancies
- Safe work practices

Job task planning

- Repetitive tasks but the content of the task varies somewhat between repetitions
- Worker has limited scope to determine orders of tasks within the constraints of an overall framework, and policy
- Priority to be given to various categories of tasks is provided to the worker; the worker then places particular tasks into these categories to determine their priority.
- Day's work plan is revised on an ongoing basis due to disruptions; revision may involve re-prioritizing
- Some coordination of work plan with the work plans of others required to schedule access to shared tools and equipment, for example
- Multiple Sources for work assignments
- Sequences multiple tasks for efficiency

Decision Making

- Decision making is limited to responding to local conditions and equipment function, and compliance with direction, regulations, and policy

- Errors can have significant consequences but can be rectified
- Decisions easily reversed
- Most information relevant to the decision is known
- Set procedure or decision tree to follow but there are grounds for exceptions that may require some discretion or interpretation
- Need to consider many factors to make an appropriate decision in cases; factors which may be less well defined, and the consequence of error may be higher

Budgetary Authority

- As per Board Policy

Job Specifications

Education/Training

- Completion of Grade 12
- Supplemented by courses in water systems, repair techniques, landscaping, minor construction, and utilities would be an asset

Experience

- 1 to 2 years of experience and training in waterworks systems including the operations, landscape maintenance, construction and maintenance, OR
- Equivalent combination of education and experience
- Previous, general experience working in local government would be an asset

Occupational Certificates, Licenses, Professional Designations or Registrations

- Valid Class 5 BC Driver's License, Air Brake Endorsement would be an asset
- First Aid Level 1 with CPR would be an asset
- Minimum of Class 1 Certificate of Competency, issued by the BC Environmental Operators Certification Program, (or Provincial equivalent), in water distribution systems
- Workplace and Hazardous Materials Information Systems (WHMIS) Certificate
- Transportation of Dangerous Goods certificate
- Confined space training

Knowledge

Working	<ul style="list-style-type: none">• Local government operations
Considerable	<ul style="list-style-type: none">• Landscape maintenance and minor construction• Knowledge of Work Safe B.C. regulations, job hazards, safe work practices, and other applicable health and safety regulations• SCADA computer systems• AWWA standards, Environmental Operators Certification Program standards
Extensive	<ul style="list-style-type: none">• Methods, practices, tools, and equipment used in waterworks maintenance, landscape maintenance, repair, and construction• Maintenance practices as they pertain to water supply, treatment, and distribution systems• Operating and maintenance practices and procedures related to gas and liquid chlorine handling and disinfection• Applicable federal and provincial statutes, legislation, and regulations

Skills and Abilities

Abilities

- Understand and follow oral and written instructions
- Plan, schedule, perform and report work required in an organized and systematic manner
- Respond effectively in emergency situations
- Read and interpret drawings, plans, specifications, and related material and apply sound practices to daily work
- Establish and maintain working relationships with internal and external contacts
- Work in and around heavy equipment, in and around confined spaces, in and around traffic, and around power lines
- Apply the ACRD bylaws, policies, and procedures as they pertain to the services

Literacy and Communication Skills

- Reading Complexity and Comprehension– read material such as technical manuals
- Writing – short notes, brief forms, instructions, records, standard memos, letters, or detail forms
- Mathematical – basic operations such as adding, subtracting, multiplying and dividing, calculation of percentages, ratios or averages, calculation using mathematical formulas or pre-established equations

Computer Skills

- Communication software such as emails, calendars and contact lists
- Word processing programs
- Spreadsheets
- Program to monitor waterworks systems, such as SCADA

Interpersonal Skills

- Obtain or hand out information to business representatives, contractors, suppliers, employees within the organization, the public, professionals, representatives of other governments or organizations, salespersons, and volunteers
- Explain and exchange information with business representatives, contractors, suppliers, employees within the organization, the public, professionals, and representatives of other levels of governments or organizations, salespersons and volunteers
- Provide courteous and timely customer service
- Work in a courteous and cooperative manner
- Handle complaints from the public

Special skills

- Inspection and adjustments of landscape and waterworks equipment