

TOWN OF OLDS JOB DESCRIPTION

JOB TITLE: Operator 1 - Utilities		
DIVISION: Infrastructure		JOB REPORTS TO: Supervisor – Utilities
FUNCTION/PURPOSE: This position supports the safe, reliable operation and maintenance of the Town's water distribution, wastewater collection, and stormwater collection systems. Working under the direction of the Supervisor – Utilities, this position performs routine inspections, preventative maintenance, repairs, and emergency response activities; operates municipal equipment and vehicles; completes sampling, monitoring, and documentation requirements; and provides front-line service to residents and businesses related to utility services. All work is performed in accordance with Town policies, safe work procedures, and applicable regulations. Other related duties may be assigned, provided the primary accountabilities remain utilities operations and maintenance.		
KEY RESPONSIBILITIES		(% time)
1.	Infrastructure Operations & Maintenance <ul style="list-style-type: none"> Collects water quality samples and performs field testing in accordance with approved procedures; records results and reports variances to the Supervisor – Utilities. Performs preventative maintenance and repairs on water distribution, wastewater collection, and stormwater collection infrastructure (e.g., valves, hydrants, mains, manholes, catch basins) and supports emergency response activities (e.g., water breaks) in accordance with established safe work practices. Performs routine operational checks and basic maintenance on pump stations and lift stations (e.g., housekeeping, lubrication, minor adjustments, visual inspections); escalates abnormal conditions and required corrective actions to the Supervisor – Utilities. Operates municipal equipment and vehicles (e.g., front-end loader, skid steer, backhoe, flushing/vacuum truck) to complete maintenance, repair, and cleaning tasks; conducts pre-use inspections and completes required operating logs. Completes manual labour tasks using hand and power tools (e.g., digging, backfilling, lifting, shoveling, site cleanup) as required to support field work. Performs a range of skilled and semi-skilled meter duties, including installation and replacement of water meters and reading devices; troubleshoots and replaces stopped or damaged meters; removes meters for off-site testing; supports automated meter reading equipment troubleshooting in accordance with established procedures. Conducts CCTV/video inspections of wastewater and stormwater mains; documents findings and submits inspection information in the required format. Participates in preventative maintenance programs such as valve exercising/turning and hydrant flushing programs; records completion and deficiencies for follow-up. Installs and monitors flow recording devices in wastewater mains; collects and records readings for capacity/infiltration monitoring and forwards results to the Supervisor – Utilities for review and action. Monitors the Town's SCADA system as assigned (e.g., alarms, status indicators) and performs first-response checks per procedure; reports issues and supports troubleshooting of pumping stations and lift stations under direction. 	75%
2.	Customer Service & Communication <ul style="list-style-type: none"> Provides front-line service to residents and businesses by answering questions and assisting with troubleshooting of common service concerns (e.g., low pressure, suspected leaks, sewer odours) within established procedures and escalation guidelines. Communicates respectfully with members of the public during service disruptions and field work; provides clear information on what is occurring and next steps and refers complex or sensitive concerns to the Supervisor – Utilities as required. Maintains clear written documentation (e.g., work orders, inspection notes, sampling records, meter notes) to support operational continuity, regulatory needs, and service history. 	25%
3.	Risk Management & Safety:	

	<p>Follows all Town policies, safe work procedures, and applicable regulations; uses required PPE and reports hazards, near misses, incidents, or unsafe conditions promptly.</p> <ul style="list-style-type: none"> • Performs work with continuous attention to personal and public safety (e.g., working around traffic, operating equipment, variable weather, exposure hazards), and participates in required safety meetings/training 	Applies to all duties
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QUALIFICATIONS, KNOWLEDGE, SKILL & ABILITY REQUIREMENTS:

Education:

- Completion of Grade 12 or equivalent.
- Valid Alberta Class 5 driver's licence.
- **Preferred:** Intermediate First Aid & CPR/AED Level C (BL). **Required:** Ability to obtain upon hire (Town supported).
- **Asset:** Valid Alberta Class 3 driver's licence with air brake endorsement (Q).
- **Asset:** Level 1 Alberta Environment Certification in Water Distribution and Wastewater Collection.

Training & Safety Certifications

- H2S Alive (or ability to obtain upon hire; Town supported).
- Confined Space Entry (or ability to obtain upon hire; Town supported).
- Ground Disturbance (or ability to obtain upon hire; Town supported).
- Buried Facility Awareness (or ability to obtain upon hire; Town supported).
- Applicable Alberta Water and Wastewater Operators Association courses (as required for the role; Town supported).

Experience: Previous related experience in municipal utilities, construction, or equipment operation is an asset. An equivalent combination of education, training, and experience will be considered.

Knowledge, Skills & Abilities (Competencies)

- Working knowledge of water distribution, wastewater collection, and stormwater collection systems and common operational issues.
- Ability to conduct operational tasks and basic troubleshooting using established procedures; recognizes abnormal conditions and escalates appropriately.
- Ability to operate a variety of equipment safely and effectively, including completing pre-use checks and routine maintenance tasks.
- Ability to use computers and standard software (e.g., Microsoft Office) and to learn/operate industry-related systems (e.g., SCADA interface, leak detection, or meter-related software) as assigned.
- Ability to communicate effectively with residents, contractors, supervisors, and co-workers, including in stressful situations; maintains respectful, service-oriented interactions.
- Ability to perform physically demanding work safely (e.g., lifting, bending, working outdoors in adverse weather, exposure to noise/odours/dust/chemicals) as outlined in Working Conditions.

DIRECTLY REPORTING TO THIS JOB ARE: none

NOC Code 2021: 74204

OaSIS 2023: 74204.01

WORKING CONDITIONS:

- Identified job hazards: Dealing with upset or frustrated members of the public; working alone; heat; cold; lifting; bending; and exposure to mechanical, electrical, fumes/odours, chemical exposure, dust, and noise.
- Hazards as outlined in the Olds Municipal Center - COR Binder.
- Ongoing interruptions, traffic/driving, adverse weather conditions, working alone.
- Potential for exposure to infectious substances (biohazardous substances)
- Additional hours based on operational demands.
- Ability to lift and/or move up to 50 pounds.
- Rotational evening and weekend stand-by shifts

Wage Grid: Operations 2	
Incumbent Signature:	Supervisor Signature:
Date:	Date:

APPENDIX WORKING WITH OTHERS (Excluding those supervised)

With whom are you required to work in doing your job? Use titles. (In Person; Telephone; Writing.)

	People Contacted	How Often	Purpose	How
Within Organization	Supervisor – Utilities	Daily / As required	Receive work assignments, report field findings, escalate issues, confirm priorities, debrief emergencies.	P/W/T
	Utilities Operators / Public Works field staff	Daily	Coordinate field activities, share site information, support safe work practices, handoffs between shifts/standby	P/W/T
	Administrative Support / Work Order Support (as applicable)	As required	Work order updates, documentation, scheduling support, record submission	P/W/T; work order system
	IT Services	As required	Report system access issues and submit service requests for SCADA/meter system interfaces (as directed)	P/W/T
	Senior Staff / Directors	As required	Provide operational updates when requested and/or when supporting a project; typically, through Supervisor direction	P/W/T
Outside Organization	Safety Codes / Safety-related contacts	As required	Compliance-related coordination (e.g., inspections, documentation support) under direction	P/W/T
	Government Agencies (e.g., Alberta Environment, Alberta Transportation, Alberta Health)	As required	Provide operational information or documentation as directed by Supervisor; support inquiries/inspections	T/W
	Municipal, Industrial Developers & Contractors	As required	Coordinate access, locate/field information, work timing and site requirements; refer technical disputes/complex issues to Supervisor	P/W/T