

SUPERVISOR, REGULATORY COMPLIANCE



Position Synopsis and Purpose (A position overview and how it connects to the big picture)

Under the direction of the Manager of Operations, the Supervisor, Regulatory Compliance is responsible for overseeing the Township's water and wastewater systems to ensure compliance with all applicable legislation and approvals. This includes, but is not limited to, the Safe Drinking Water Act, Ontario Water Resources Act, Environmental Protection Act, Municipal Drinking Water Licence (MDWL), Drinking Water Works Permit (DWWP), and the Consolidated Linear Infrastructure Environmental Compliance Approval (CLI-ECA). The position provides day-to-day supervision of unionized Water and Wastewater Operators and acts as the designated Backup Overall Responsible Operator (ORO).



Major Responsibilities (What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
Administration & Regulatory Compliance <ul style="list-style-type: none"> Supervise all water/wastewater compliance activities including sampling, reporting, adverse result management, Drinking Water Quality Management Standard (DWQMS) conformance, and adherence to MDWL, DWWP, and CLI-ECA requirements. Coordinate MECP inspections, internal/external audits, and corrective action plans. Review and interpret legislation, guidelines, and technical information. Maintain records for water quality, DWQMS, sampling programs, operator licensing/training, and logbooks. Ensure all tasks comply with the Safe Drinking Water Act, O.Reg. 170/03, O.Reg. 128/04, O.Reg. 169/03, and MECP inspection requirements. Manage and maintain the CLI-ECA permit, including preparation of all associated Operations & Maintenance manuals, annual reporting, and required monitoring to ensure full regulatory compliance. Review, evaluate, and approve CLI-ECA applications, providing technical guidance and ensuring submissions meet environmental, safety, and procedural requirements. 	40%

Description	Approx. Time Spent (%)
ORO/OIC Duties & Operational Oversight <ul style="list-style-type: none"> Act as Backup Overall Responsible Operator (ORO) for the water system, assuming full ORO responsibilities in the absence of the primary ORO. Provides Operator In Charge (OIC) oversight as needed, including directing operational activities, responding to operational upsets, and authorizing corrective actions. Oversee field activities including sampling, flushing, hydrant maintenance, valve exercising, meter troubleshooting, and wastewater collection monitoring. 	15%
Staff Supervision & Development <ul style="list-style-type: none"> Provides daily supervision, scheduling, coaching, and training to Water/Wastewater Operators (union positions). Conduct on-the-job training and supports operator certification upgrades. Ensure staff follow safe work procedures, policies, and regulatory requirements. 	25%
Quality Management Systems (DWQMS) <ul style="list-style-type: none"> Maintain DWQMS documentation including risk assessments, Standard Operating Procedures (SOP's), contingency plans, internal audits, and management review preparation. Coordinate DWQMS continual improvement initiatives and support external audits. 	10%
Stakeholder/Regulatory/Public Interaction <ul style="list-style-type: none"> Liaise with Ministry of the Environment, Conservation and Parks (MECP), Niagara Region, contractors, consultants, developers and internal staff on compliance matters. Respond to resident inquiries related to water quality issues, pressure concerns, service disruptions, or operational activities. 	5%
Financial/Administrative Support <ul style="list-style-type: none"> Assist in budgeting, procurement of laboratory services, sampling supplies, and compliance-related materials. Track and maintain operator training records, Continuing Education Units, and licensing requirements. Coordinate training for members of Township Council. 	5%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Decision Making and Independence (Description of types of decision making and independence)

1. List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.

- **Prioritizing compliance tasks and sampling activities**

The Regulatory Compliance Supervisor reviews daily operational needs, including scheduled regulatory sampling, flushing, corrective actions, DWQMS updates, and MECP requirements, and uses professional judgment to prioritize activities to ensure all deadlines are met while maintaining adequate system monitoring and staff coverage.

- **Assessing water quality results and determining corrective actions**

Upon receiving laboratory results or operational data (e.g., low chlorine residuals, pressure issues, abnormal sampling conditions), the Supervisor evaluates the potential risk, determines appropriate follow-up actions such as re-sampling, flushing, or further investigation, and directs operators accordingly, ensuring actions comply with SDWA and O.Reg. 170/03.

- **Directing staff and operational activities during routine and abnormal operating conditions**

The Supervisor uses judgment to assign day to day work to operators, adjust schedules due to operational needs, address minor operational issues (e.g., hydrant issues, valve operation concerns, resident water quality complaints), and determine when escalation to the Manager of Operations is necessary.

2. List up to 3 examples of situations or problems that are referred to the manager for direction or resolution.

- **Major operational emergencies or incidents with significant risk**

Situations such as large watermain breaks, widespread service disruptions, contamination risks, or adverse water quality events that may require multi-department coordination, external notifications, or emergency declarations are elevated to the Manager of Operations for direction.

- **Human resources, labour relations, or performance issues**

Employee conflicts, disciplinary matters, attendance concerns, or situations involving potential violations of HR policies are initially addressed by the Supervisor. The Supervisor escalates matters to the Manager of Operations as required for guidance, support, or resolution.

- **Issues requiring budget approval, capital planning input, or deviations from standard procurement limits**

Requests involving unplanned expenditures, capital works impacts, contractor escalations, or procurement needs beyond the Supervisor's delegated authority are referred upward for review and approval.



Required Training (Description of training required in order to perform the responsibilities)

50–100 hours annually, including DWQMS, CEUs for water operator licensing, health and safety training, emergency response, OIC/ORO training, and legislative updates.

*Attends training, workshops and seminars where appropriate and as required.



Minimum Qualifications (Absolutely cannot do without)

Education (degree/diploma/certifications)

- A degree or diploma in Engineering, Environmental Technology, Quality Management, or a related field
- Professional designation as a Certified Engineering Technologist (CET), Environmental Technologist (EMT)
- Valid Class II Water Distribution Operator Certificate (Minimum Class I with ability to obtain Class II)
- Valid Class II Wastewater Collection Operator Certificate (Minimum Class I with ability to obtain Class II)
- First Aid/CPR
- Must possess a valid Ontario G Driver's Licence and a clean Driver's Abstract

Experience

- 5+ Years in municipal water distribution and wastewater collection operations
- Demonstrated experience with DWQMS, compliance reporting, sampling programs, and MECP inspections
- Experience acting as OIC or in an operational leadership role is an asset
- Experience with sanitary/stormwater design and CLI-ECA requirements

Knowledge/Skill/Ability

- Strong knowledge of SDWA, OWRA, EPA, O.Reg 170/03, 128/04, 169/03, MDWL/DWWP, CLI-ECA
- Ability to fulfill Backup ORO responsibilities including directing system operations
- Skilled in interpreting lab results, operational data, and regulatory requirements
- Skilled in reviewing watermain, sanitary and stormwater designs
- Strong leadership, communication, and documentation skills
- Computer proficiency (Microsoft 365, GIS, SCADA interface, compliance software)



Preferred Qualifications (The Ideal Candidate)

Education (degree/diploma/certifications)

- Training in supervision, team leadership, or people management is an asset.
- Asset Management/Project Management Certifications
- Possession of a valid DZ licence is considered an asset.

Experience

- 10+ years municipal water/wastewater operations experience
- Experience fulfilling ORO/OIC duties
- Experience managing compliance programs or DWQMS audits
- Experience with managing CLI-ECA applications/approvals

Knowledge/Skill/Ability

- Advanced understanding of water system hydraulics, QMS systems, risk assessment, operational troubleshooting
- Experience supervising unionized staff
- Strong analytical, communication, and technical report writing skills



Description of the work environment and nature of people interactions

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
General Public	Regular	Resolving Resident Concerns. Public Notices
Stakeholders/User Groups	Occasional	Joint training opportunities. Working groups.
Staff (peers)	Constant	Direct Reports. Scheduling of tasks.
Staff (senior management)	Constant	Day to day decision making. Scheduling.
Mayor & Council	Occasional	Notices for system issues. Council training.
Peers Outside Organization	Occasional	Quarterly working committees. Joint training. Aiding neighbouring municipalities.

Work Conditions/Physical/Mental Effort

Please check off all that apply

Frequency Legend
Constant – every day for most of the day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

1. Hours of Work

Normal (i.e. 7:00 am – 3:00 pm, Monday to Friday)	<input checked="" type="checkbox"/>
Evenings/Weekends	<input checked="" type="checkbox"/>
On-Call	<input checked="" type="checkbox"/>
Over-time (How often? Expand below)	<input checked="" type="checkbox"/>

Examples:

- Water main breaks, water service repairs, etc.
- Sanitary sewer backups, lateral repairs, sewer main repairs, etc.
- Occasional Winter Control activities

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50%
Outdoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50%
					=100%
Attend internal/external meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	20%
Time spend travelling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	40%
Frequency of interruptions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	30%
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10%

Examples:

- Semi-annual internal water meetings, budget meetings, etc.
- Municipal working groups: Water Loss Committee, CLI-ECA working group, etc.
- Travelling frequently to ongoing work sites throughout the Township, along with reviewing future work sites
- Receive phone calls from Infrastructure Secretary informing of incoming issues/concerns from residents
- Occasionally dealing with difficult residents, contractors and developers

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

- Fleet/Job site noise and fumes
- Noise, dirt, fumes while on job sites or construction sites
- Occasional contact with chemicals (Eg. Chlorine)
- Weather during outdoor work and site visits
- Extreme winter/summer weather issues

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • Standing • Sitting • Walking • Climbing 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Requirement to lift objects (list max weight)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PPE worn on a regular basis (list type):				
<ul style="list-style-type: none"> • Hard hat • Safety vest • Steel toed work boots 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Types of tools used (list type):				
<ul style="list-style-type: none"> • Marking paint • Locator wand • Pocket colorimeter 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

- Always wearing PPE on job site
- Locating water/sewer lines for repair sites
- Taking water samples
- Operating pumps for overflow events

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

- Job site awareness particularly when working adjacent or in roadway
- Paying attention to traffic and pedestrians
- Interpreting lab results

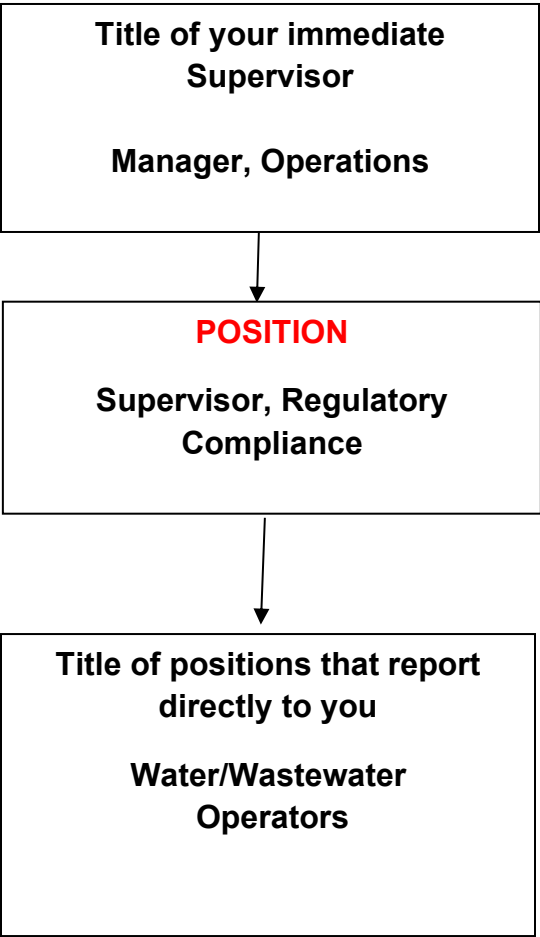


Position Classification (Where this position fits)

Position Title: Supervisor, Regulatory Compliance	Division: Infrastructure
Department: Environmental	Classification: Non-Union
Work Location: 6218 London Road	Reports to (Direct): Manager, Operations
Position(s) Supervised Directly: Water/Wastewater Operators	Position(s) Supervised Indirectly: Heavy Equipment Operators, Truck Drivers, Contractors
Effective Date: January 1, 2026	Revision Date:
Salary Range: \$43.29 - \$53.08 per hour	Hours per Week: 40

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



Created: January 1, 2026