

Process Improvement Coordinator (Water Services)

Department: Water Services, Water and Waste Department,

Designated Work Location: 552 Plinguet Street Remote with designated work location

Position Type: Permanent, Full-time

Hours of Work: 8:00 a.m. to 4:00 p.m., Monday to Friday (flexible)

Salary: \$85,566.26 to \$115,191.21 annually, W.A.P.S.O. Grade 5

Employee Group: W.A.P.S.O.

Posting No: 126475

Closing Date: November 20, 2025

Providing a wide range of services to over half of all Manitobans, The City of Winnipeg is one of the largest employers in Manitoba. We provide a comprehensive range of benefits and career opportunities to our employees. These include competitive salaries, employer-paid benefits, dental and vision care, pension plans, and maternity/parental leave programs. Additionally, we offer education, training, and staff development opportunities to ensure that our employees are equipped with the necessary skills to advance in their careers.

Our Benefits web page provides detailed information about the benefits we offer, and we encourage you to visit it for further information at [City of Winnipeg Benefits](#). We take pride in fostering a [respectful](#), [diverse](#), safe, and healthy workplace where our employees can thrive and achieve their full potential.

Flexible work arrangements, which may include flexible hours, remote work, or a hybrid of remote work may be available; subject to review and approval. Please note that Employees who are approved to work remotely are responsible for and must demonstrate that they are available to return to their Designated Work Location and/or other work location to attend meetings or attend other tasks that occur in person.

The City is committed to attracting and retaining a diverse, skilled workforce that is representative and reflective of the community we serve. Applications are encouraged from equity groups that have been and continue to be underrepresented at the City; Indigenous Peoples, Women, Racialized Peoples, Persons with Disabilities, 2SLGBTQQIA+ Peoples and Newcomers are encouraged to self- declare.

Requests for Reasonable Accommodation will be accepted during the hiring process.

Preference to internal applicants may be applied.

Job Profile

Under the general direction of the Manager of Water Services, the Process Improvement Coordinator provides the Water Services Division with a resource for planning and operational reviews and recommends changes and implementation of service quality and productivity improvements, cost reductions and process management. The Process Improvement Coordinator implements improvements to the Synergen work management

system necessary to support the Water Services operation. The Process Improvement Coordinator manages the Water Services stores operation and meter shop and ensures that procurement, inventory control and service delivery systems relating to the stores operation and meter shop are in accordance with best practices and Departmental policy and ensures that meter testing protocols conform to relevant regulations. This position is responsible for the management and leadership of 10 FTEs in the Stores and Process Improvement Branch.

As the *Process Improvement Coordinator*, you will:

- Process and System review, analysis and improvement
- Manage Water Services stores operation and inventory
- Leads, supervises and oversees the Stores and Process Improvement Branch Operations and staff
- Manage meter shop operations
- Participate in overall management of the Division as part of Division Leadership Team

Your education and qualifications include:

1. Bachelor's Degree in Programming, Computer Science, or Business Administration or an acceptable equivalent combination of post-secondary education and related work experience.
2. Minimum of five (5) years' experience performing process improvement, preferably in the public works field including/inclusive of three (3) years' experience directly supervising employees involving coaching, employee development, performance management and discipline.
3. Strong computer skills with experience providing training in continuous improvement practices and computerized work management systems.
4. Completion of relevant management and financial training.
5. Ability to establish and maintain positive working relationships with employees at all levels of the organization, external contacts and the public, in accordance with the Respectful Workplace Policy.
6. Ability to work effectively with all levels of management and employees of the Water and Waste Department, general public, Councilors and other City departments.
7. Strong verbal and written communication skills.
8. Experience preparing and delivering presentations.
9. Strong analytical and problem-solving skills with the ability to be flexible and active in developing innovative methodologies.
10. Thorough understanding of management principles and information systems and the fundamental concepts of such systems with particular emphasis on management control and organizational effectiveness.
11. Must possess strong organizational and project planning skills to plan, organize prioritize and coordinate work and resources with a high degree of independence.
12. Experience with work practices, materials and design concepts used in municipal water systems.
13. Experience applying the "systems thinking" and "continuous improvement" concepts and tools to projects.

14. Knowledge of the Workplace Safety and Health Act.
15. Knowledge of the City of Winnipeg practices for the preparation, management, and forecasting of an operating budget.
16. Knowledge of specific operating, maintenance and repair processes used for water treatment and distribution systems.
17. Knowledge of best practices to be applied in the Water Services stores and meter shop and the business practices in place in this area of the operation.

***IMPORTANT:** Applicants who have been educated outside of Canada must have education which is comparable to the minimum qualification in Canada. Applicants submitting foreign credentials require an official academic assessment report issued by a recognized [Canadian assessment service](https://canalliance.org/en/) <https://canalliance.org/en/> at application.

Conditions of employment:

- The successful candidate must maintain legal eligibility to work in Canada. If the successful candidate possesses a work permit, it is their responsibility to ensure the permit remains valid.
- A Police Information Check satisfactory to the employer will be required from the successful candidate, at their expense.
- Must possess and maintain a valid Class 5 Manitoba Driver's License. The successful applicant will be required to provide a driver's notice in force document upon request.

APPLY ONLINE, including all documentation listed below:

1. Current resume (**Required**).
2. Applications submitted without REQUIRED documentation will not be considered.

Your application documents must clearly indicate how you meet the qualifications of the position.

Online applications can be submitted at <http://www.winnipeg.ca/hr/>. For instructions on how to apply and how to attach required documents please refer to our [FAQ's](#) or contact [311](#).

Position Reports To: Manager of Water Services

1. The successful applicant may be required to provide a vehicle for transportation while on City business, subject to the terms and conditions of the City's Transportation Policy.
2. The successful applicant will be required to complete job specific training required for this position as directed.

Only candidates selected for interviews will be contacted.