Calgary

Find your purpose.
Make an impact.

(Referral Eligible) Senior Operator, Drinking Water Distribution

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join The City of Calgary. City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and benefits. Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As a Senior Operator, you will lead the repair, replacement, installation, and maintenance activities within the water distribution system. This position leads on site to analyze and determine course of action for complex activities where there is a risk to water quality and/or public health. Your knowledge of the system as a whole and the site-specific conditions is imperative to the decision-making process. This position is a "Field Expert" on the water system, with opportunities to grow into supervisory or leadership positions.

Senior Operators support and oversee the work of Intermediate Operators, Junior Operators and/or Utility Workers for medium- to high-risk operations and maintenance activities on the water distribution and transmission system. Primary duties include:

- Perform operations, maintenance, and repair activities on the drinking water system.
- Assess site-specific conditions to analyze risks, impacts, safety, dependencies, and resourcing.
- Use information including legislative and regulatory standards to develop and apply solutions.
- Plan, organize, and delegate maintenance activities to the appropriate personnel to ensure the system is maintained according to legislative and regulatory standards.
- Ensure the work is compliant with standards, regulations and best practices.
- Provide coaching and mentoring on maintenance activities for intermediate and junior operators.
- Report to supervisors and leaders on crew performance and development.
- Monitor work done on the system, provide feedback for system and process improvements.

Qualifications

- A High School Diploma or equivalent (e.g., GED or CAEC [Canadian Adult Education Certificate]).
- Level 2 Water Distribution Operator Certification or equivalent. Certifications issued outside of Alberta will need to be transferred through the Alberta reciprocity program prior to start of employment.
- At least 6 years of related experience in water distribution system in a water utility with increasing levels of responsibility. Experience must include a combination of the following:
    - Ability to plan and implement shutdown and bypass activities (pumping) on all parts of the water distribution system.
    - Ability to perform pressure tests, fire flow tests and set PRVs.
    - Ability to perform disinfection of water mains and calculate chlorine concentrations.
    - Ability to plan and perform all aspects of return to service activities (including sample collection).
    - Demonstrated understanding of water quality issues (including how to plan from investigation through to resolution).
    - Ability to replace/repair/install various types/sizes of water mains and services (with understanding of the practices and procedures required to protect the water system).

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- Ability to replace/repair/install various types/sizes of water valves.
- A valid Class 5 Driver's License (or provincial equivalent), with no more than 6 demerits and no current suspensions or charges pending.
- Ability to use software and desktop or remote devices is essential.
- A valid class 3 Driver's License (or provincial equivalent) and airbrake certification will be considered an asset.
- A valid City of Calgary vehicle operator's permit will be considered an asset.
- Success in this position requires interpersonal skills and adaptability.

Working Conditions: Primarily outside at field locations including excavation sites, manholes, residential streets, above and below ground.

Pre-employment Requirements

- A security clearance will be conducted.
- Successful applicants must provide proof of qualifications.

Note:

- This position is eligible for a referral incentive under the Employee Referral Pilot for water-related Recruitment.
- Applications will be reviewed and candidates may be interviewed and hired before the Apply By date.
- Relocation expenses may be offered for candidates from outside of the Calgary area.
- This posting may be used to fill similar positions within the work unit.

Pre-employment Drug Test: An offer of employment for this position will be conditional on an applicant passing a pre-employment drug test. This test assesses for use of drugs including cannabis. Failure to pass a pre-employment drug test may prevent an applicant from being hired into any safety sensitive position for a period of up to twelve months.

Position and Pay Information

- **Business Unit:** Water Services

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- **Union:** CUPE Local 37
- **Position Type:** Permanent
- **Compensation:** $44.18 - 48.96 per hour
- **Hours of work:** Non-standard 38-hour work week
- **Days of work:** This position works 12-hour rotating shifts (including evenings and weekends) providing 24/7 coverage. Urgent work can sometimes arise, resulting in overtime or schedule changes.
- **Location:** Various
- **Audience:** Internal/External
- **Apply By:** December 18, 2026
- **Job ID:** 315297