

Water Program Coordinator

Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Hybrid and flexible work arrangements;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

Position overview

The **Water Program Coordinator** will work as part of a dynamic and collaborative team within the Compliance, Programs and Performance division to coordinate and deliver the City of Guelph's public-facing residential water efficiency, tap water promotion and wastewater education programs based on the Council-approved recommendations of the Water Supply Master Plan and Water Efficiency Strategy, operational needs and the environmental programs framework for Environmental Services.

This position requires excellent program management skills to set goals and objectives for existing rebate, education and outreach programs, research, and development of new programs, with a focus on continuous improvement. This portfolio also includes communications planning and executing on meaningful promotion and engagement with the public (residents, youth) to achieve desired behaviour change and target water savings. The **Water Program Coordinator** will be an experienced coordinator, with the ability to development, implement, collect data and analyze the results of the initiatives they undertake, with support from the Supervisor,

Environmental Programs and provide day-to-day oversight of co-operative learning and seasonal staff, as required.

Key duties and responsibilities

- Assist in the implementation and optimization of the recommendations in the 2016 Water Efficiency Strategy or future iterations, and operational needs of Environmental Services. Coordination including, but not limited to, the following programs:
 - The City's tap water promotion program, such as coordinating and administering the Guelph Water Wagon service (with seasonal staff support).
 - The City's Blue Built Home Program including all rebate programs (e.g. rainwater harvesting, greywater reuse, water sub-metering and Royal Flush toilet rebate).
 - Provide technical review and product evaluation of water-using technologies, practices and behaviors, including an education program on residential water softeners.
 - Public outreach events
 - The City's water and wastewater youth-based programming, including in-school presentations, facility tours of Water Services and Wastewater Services, and summer camp programming (with seasonal staff support).
 - Public and youth-based special events with internal and external partners, such as World Toilet Day, H2Awesome and the Waterloo Wellington Children's Groundwater Festival.
 - Sourcewater education and outreach, including salt management.
 - Wastewater public education and outreach
- Set and achieve program goals/targets to achieve water savings, monitor success and evaluate results in alignment with the Water Efficiency Strategy.
- Evaluate program effectiveness, communicate results and make recommendations to management and other stakeholders on program, process, policy and procedure improvements.
- Complete the administration of customer incentives, customer service support and validation/verification of related incentive documentation including water-using fixture audits (if required)
- Develop promotional and marketing materials to inform customers and increase awareness of pertinent water use and tap water programs, policies and resources.
- Produce quality publications including Council reports and grant funding applications as needed to support the delivery of the Water Efficiency Strategy.
- Coordinate contractors/consultants for water efficiency projects by preparing project charters, terms of reference, specifications, reviewing of proposals/ quotations and make recommendations for contract awards; monitor and evaluate contractor performance.
- Perform relationship building, program outreach, marketing and program delivery with the public, area municipalities, agencies, and local contractors to promote water efficiency and the protection of wastewater infrastructure.
- Frequent travel within the City and regionally, including program consultation and delivery and coordinating contractors on-site, applying corporate Health and Safety protocols.
- Perform other related duties as assigned.

Qualifications and requirements

- Experience related to the duties listed above, normally acquired through the completion of a University degree in Environmental Studies, Resource Management or a 3-year community college diploma in Environmental or Civil Engineering Technology or a related discipline and

minimum of 3 to 4 years' experience with developing and successfully delivering utility-related rebate/certification programs. Candidates with an equivalent education and experience may be considered.

- Experience in seeing projects through to successful completion by applying project management principles.
- Experience presenting to and engaging technical and non-technical audiences of various ages in large and small groups.
- Experience successfully collaborating with community partners and special event planning and execution.
- Must possess a valid 'G' driver's licence and have a good driving record. Successful candidates will be required to provide a current driver's abstract prior to their start date to confirm their license is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last five years. The City of Guelph will take into consideration the number of demerit points.
- Excellent communication skills with the ability to communicate with all levels of staff, stakeholders, youth and public.
- Excellent organizational skills with the ability to manage multiple tasks and assignments in a fast-paced, demanding environment.
- Ability to develop, deliver and evaluate the effectiveness of rebate, audit, certification programs, public outreach and educational programs, and to make recommendations to improve these programs.
- Ability to lead collaboration with community partners.
- Ability to plan and execute special events, with competing deliverables and timelines.
- Knowledge of theories, principles and practices of water efficiency, water efficient technology, stormwater management, water auditing procedures and techniques, and program management.
- Advanced computer skills with Microsoft Office (Word, Excel, PowerPoint, Outlook and Teams).
- Excellent observation and problem-solving skills; ability to analyze and interpret situational customer service inquiries, evaluate alternatives and make independent decisions and recommendations on behalf of the City.
- Ability to work effectively both independently and in a team environment.
- Knowledge of relevant municipal, provincial, and federal legislation, acts, regulations and by-laws such as the Municipal Act, Federal and Provincial Source and Drinking Water legislation, Ontario Building Code, and Occupational Health & Safety Act.
- Applied knowledge of Lean Six Sigma tools and methodologies in continuous improvement is an asset.
- Knowledge of industry best practices in water and wastewater processes, municipal civil and environmental engineering is an asset.
- A satisfactory Police Record Check working with Vulnerable Sectors would be required at time of offer.

Hours of work

35 hours per week Monday to Friday between the hours of 7:00 am and 5:00 pm. The position requires the ability to shift schedules to facilitate community outreach programs between the months of March and September inclusive, which may include occasional work in the evenings and weekends.

This position is eligible for hybrid and flexible work arrangement options (as per current corporate policy).

Pay/Salary

CUPE 973 Grade: 8: \$33.19-\$40.76 per hour

How to apply

Qualified applicants are invited to apply using our **online** application system by **Monday, April 22, 2024**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.