



Job Title: Manager, Compliance & Quality Control

Competition Number: INF-28-22	Department: Infrastructure & Operations
Posting Category: Open	Division: Environment
Job Type: Full-Time	Affiliation: Managerial
Site:	Location: CA-ON-Thunder Bay
Min: CAD \$98,465.65/Yr.	Max: CAD \$115,841.96/Yr.
Pay Band: 12	Number of Positions: 1
Effective Date: July 27, 2018	Supersedes Date: January 29, 2008
Posted Date: February 25, 2022	Post End Date: March 20, 2022

General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Human Resources & Division should you be the successful applicant. If a Criminal Record Check is required it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources & Corporate Safety Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866

Application forms must reference the competition number and be submitted to Human Resources by 11:59 p.m. on the closing date.

POSITION SUMMARY: Under the general supervision of the Director Environment, is responsible for the effective, efficient, and integrated approach to the management of all aspects of overall development, administration, and supervision of the Laboratory Testing Services Unit and the Municipal Drinking Water Licensing Program and for ensuring the ongoing planning, evaluation, management and provision of education, training, and quality assurance for the Division.

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CORPORATE RESPONSIBILITIES:

1. Designated as the Quality Management System Representative for the City of Thunder Bay Drinking Water Quality Management System (QMS) under the Safe Drinking Water Act.

DIVISIONAL RESPONSIBILITIES:

1. Participates, as part of the Infrastructure & Operations Department Management Team, in the development and implementation of the Department's strategic plan as it relates to the Compliance & Quality Control Section.
2. Plans and implements short- and long-range objectives for the Section consistent with the Department's strategic plan.
3. Responsible for the ongoing development of the Division's emergency plan and annual emergency testing.
4. Ensures Internal and External Auditing of the QMS and risk assessments are carried out on the Drinking Water System and reporting of results to the Owner's Representative and City Council.
5. Acts for and/or represents the Director, as required.

SECTIONAL RESPONSIBILITIES:

1. Assesses Section staffing needs, makes recommendation on complement amendments and organizational structure, participates in recruitment processes, and makes effective hiring decisions.
2. Manages Section staff including staff development, performance management/review, coaching/mentoring, health and safety, collective agreement administration, discipline, and termination decisions.
3. Manages the Ministry of the Environment (MOE) Municipal Drinking Water Licensing Program (MDWLP) for the City's municipal drinking-water system.
4. Ensures compliance with Safe Drinking Water Act (SDWA), and for the development, implementation, maintenance and auditing of the Operational Plan in accordance with the MOE Drinking Water Quality Management Standard (DWQMS), Director Directives and Accreditation protocol, including Quality Management System (QMS), document controls, procedures, and assorted standard operating procedures identified in the QMS.
5. Ensure compliance with applicable federal and provincial regulations, under Wastewater Systems Effluent Regulations and Ontario Water Resources Act for environmental monitoring, sampling, testing and reporting.
6. Ensure compliance with the Ontario Health and Promotion Act for Small Drinking Water Systems under Regulation 319/08 for systems operated by The City of Thunder Bay.
7. Manages the City's Sewer Use Control Program and By-law in accordance with applicable Provincial Legislation/Regulation.
8. Responsible for the development, administration, maintenance, auditing and continual improvement of the QMS as per the quality management/quality assurance control programs in accordance with applicable legislation and regulations for the Division.
9. Responsible for the development of training and education strategies for the Division consistent with applicable legislation and regulations.
10. Liaises with MOE compliance officer, Thunder Bay District Health Unit Inspectors, Environment Canada Compliance officer, DWQMS auditors and accreditation body, consultants, regulatory agencies, peers, senior management, and the public.
11. Ensures Division staff are trained and certified in accordance with applicable legislation and regulations.
12. Prepares information, reports, letters and memoranda to the Director – Environment, Regulators, Top Management, Owner's Representative, Members of Council; attends Council meetings, public hearings, community and other public meetings as required; makes presentations and provides recommendations on matters pertaining to Section.
13. Develops the operating budget for the Section and participates in the preparation of the capital budgets; administers the expenditure of, identifies priorities of, and monitors the capital and operating budgets for the Section.
14. Manages extensive documentation, data, and reporting systems including continuous monitoring devices (SCADA) utilized at water treatment and distribution facilities in accordance with the Quality Management System.
15. Responsible for the continued development, conformance, and reporting of audits of the Quality Management System.
16. Participates in on-call and/or Overall Responsible Operator duties on rotation as required.
17. Performs such other related duties as may be assigned.

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STATUTORY & LEGISLATIVE RESPONSIBILITIES:

1. Ensures compliance with applicable provincial statutes, regulations, municipal by-laws and policies.

QUALIFICATIONS:**Education/Experience:**

- Degree in Engineering, Science or a related discipline together with seven years' related experience in regulatory compliance, quality assurance/quality control; or
- Diploma in a related field of study together with ten years' related experience in regulatory compliance, quality assurance/quality control
- Experience in a management capacity in a large, unionized government or private sector organization
- Experience in business management, planning, budgets and finance
- Demonstrated knowledge of the various components of human resource management
- Knowledge of and ability to interpret applicable municipal by-law, provincial legislation and related regulations

Skills/Abilities:

- Proven experience in developing and maintaining quality management systems and emergency planning
- Superior ability to deliver presentations and respond skillfully to questions from City Council, senior officials and special interest groups
- Demonstrated knowledge of principles and practices of drinking water source as well as treatment and distribution systems
- Knowledge of design principles, water treatment processes and water sciences
- Understanding of sampling, analytical methods and data interpretation
- Knowledge of acts, regulations, policies, procedures and inspection methods
- Judgement in ensuring compliance with relevant legislation and policies
- Ability to think and act strategically in a public sector environment, including the ability to anticipate emerging priorities and conceptualize and implement change strategies
- Superior ability to communicate effectively and concisely, both orally and in writing
- Ability to interpret legislation
- Superior ability to establish and maintain effective working relations with members of City Council, private and public officials, subordinates, co-workers, and the general public
- Strong leadership skills including the ability to direct, motivate, evaluate, and recognize staff; proven ability to share skills and knowledge with others
- Proven acumen in business and financial management, with the ability to improve Sectional effectiveness and efficiency through the management and utilization of human, financial and physical resources
- Excellent project/time management, analytical/critical thinking, problem-solving and decision-making skills
- Must be proficient in the use of computers and current related software
- Competent within the meaning of the Occupational Health & Safety Act

Assets:

- QMS Auditor Certification would be an asset
- Certifications of Competency for water treatment, water distribution and Licences for wastewater treatment, wastewater collection as per regulations of the Safe Drinking Water Act and the Ontario Water Resources Act would be an asset
- Experience with SAP software
- Knowledge of the functions of City departments, outside boards, agencies, and local community groups

CONDITIONS OF EMPLOYMENT:

- Will be required to travel to various work locations and provide own transportation
- Must undergo a successful Criminal Record and Judicial Matters Check (CRJMC)