



Position Description

Position Title:	Water Administrative Assistant	Department	Public Works - Water
Effective Date:	December 16, 2022	Revised:	August 26, 2026
Reports To:	Water Supervisor	Status:	Permanent; Full-time
Direct Reports:	None	Indirect Reports:	None

Position Summary / Main Purpose

Under the supervision of the Water Supervisor, this position assists the department by performing various technical and clerical tasks.

Key Duties and Responsibilities

1. Administrative Duties (40%)

- a. Respond to verbal and written inquiries/complaints from the general public.
- b. Respond to inquiries from other departments, Council, contractors, solicitors, members of the public, and others and aid or guide/redirect to the appropriate individual.
- c. Creation of internal and external letters/memos for the Water Department, including mailing and tracking.
- d. Scanning, copying, faxing and filing of documents.
- e. Research, compose and revise policies, procedures and guidelines for Water operations in accordance with Municipal, Provincial and Federal Acts and Regulations and accepted practices.
- f. Handle confidential and sensitive matters in person, over the phone and in writing.
- g. Work order creation and management in the electronic work order system.
- h. Minute taking, agenda creation and documentation for staff meetings.
- i. Coordinate with Communications Coordinator for public announcements and notices to residents regarding water operations.
- j. Provide forms and documents as needed by water operations staff.
- k. Responsible for Water Department updates to the website.
- l. Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.
- m. Schedule and register water operations staff for professional development and Health and safety training, in coordination with the Human Resources Specialist.
- n. Maintain database of training for water operations staff and completes licensing renewal, exam and upgrade applications for staff.
- o. Inform staff when priorities or circumstances shift including; alarms on SCADA, Emergency locates, adverse samples, as well as responding to customer requests for connection inspections, water turn on/off and customer complaints.

2. Locate Administration (10%)

- a. Receive locates from Ontario One Call.
- b. Determine the needs and requirements for the locate.
- c. Print maps and locates and distribute to water operations staff.
- d. Enter locate information into Ontario One Call system and send completed locates to requestors.
- e. Request locates from Ontario One Call for emergency repairs and distribution work.



3. **Compliance (15%)**

- a. Conduct internal compliance and conformance audits of the water systems as a member of the auditing team.
- b. Assist in the preparation of audits; documenting and recording audit findings in Corrective Action reports (CAR's).
- c. Liaise with Ministry of Environment inspectors and QMS Accreditation auditors to provide information and assist in the inspection and auditing process.
- d. Coordinate and maintain the departmental on-call rotation, including notifying staff and external stakeholders of schedule changes and updating SCADA alarm system call-out information to ensure uninterrupted after-hours response capability.
- e. Drinking Water Quality Management System (DWQMS) alternate representative
- f. Review sampling program data and performs detailed data entry to ensure regulatory compliance and record accuracy.
- g. Assist in the preparation of the annual drinking water report

4. **Financial (20%)**

- a. Prepare invoices for the Tax and Revenue Clerk for water turn on and annual water fees after connection inspections are complete.
- b. Procure quotes from vendors for work to be performed.
- c. Source, procure and order inventory for essential supplies.
- d. Track departmental expenditures and maintain accurate financial records.
- e. Assist with the preparation of annual operating and capital budgets, including data analysis and budget documentation.

5. **Water Meters (15%)**

- a. Maintain and administer the water meter program, including the setup and tracking of new meters.
- b. Serve as the primary point of contact for water meter-related inquiries from residents, contractors, and staff.
- c. Work with the Tax Department to process quarterly water billing and ensure billing records are accurate and up to date.
- d. Review monthly water consumption data and prepare reports for operational and compliance purposes.
- e. Investigate meter-related issues and coordinate resolution with customers, contractors, and service providers as required.
- f. Maintain accurate meter records and supporting documentation.

Working Relationships

Inside the Corporation:

- Public works staff including engineering, building officials, fire department and administrative staff



Outside the Corporation:

- Ministry of the Environment and Climate Control inspectors to Directors, Simcoe Muskoka Health Unit inspectors, other Township and Region employees in Water Compliance and operations roles, accredited laboratory personnel, contractors and consultants from engineering positions to labourers, utility service providers, residents and the general public

Education / Experience / Skills Training

- This position requires an Ontario Secondary School diploma with proven knowledge and experience in administration, preferably in a municipal setting.
- A willingness to obtain a DWQMS Standard and Internal Auditor Certification upon hire at the Township's expense.
- Municipal experience in water operations an asset.
- Solid working knowledge of Microsoft Office and other software applications .
- Knowledge of Municipal, Provincial and Federal Regulations relating to Municipal operations and Health and Safety particularly relating to Water as an asset.
- Capable of handling multiple, changing priorities as position has varied deadlines and tasks with frequent interruptions or external demands.
- Able to address public concerns in a professional manner with excellent interpersonal skills.
- Self-starter, able to complete all tasks independently with minimal supervision.
- Ability to learn or expand on technical reporting and coordination.
- Valid Class "G" Drivers licence.
- Bilingualism in French and English an asset.

Outcomes of Error

- Work subject to check or review by the Water Supervisor upon completion or while in progress, and the employee is directly responsible for the consequence of error up to the point of check or review. Errors could result in unnecessary and undue hardships for the Water Department or the Public.

Physical and Mental Demands

Physical Environment:

- This is primarily an office-based position but will require some attendance at off-site locations for review of operation and procedures.
- General office working conditions.

Physical Effort:

- 90% of this job is in an office environment, sitting or standing in front of a computer for long periods of time with the ability to take breaks as needed
- 10% of this job involves visits to pump stations where you are exposed to mechanical and chemical hazards



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Sensory Demands:

- Visual concentration is required for working on a computer for extended periods of time typing documents and entering information into databases
- Required to listen for and use a 2-way radio, as well as utilize group chat with operations staff
- Auditory concentration is required when responding to telephone inquiries and listening to radio and group messages

Mental Demand (Stress):

- Requires the ability to read instructions and interpret requests, analyze and solve problems, learn and apply new information or skills while working through frequent interruptions
- Ability to complete daily responsibilities while meeting deadlines for reports, projects and other tasks assigned
- Occasional exposure to irate residents requires the ability to handle both written and verbal complaints, in a professional and calm matter

Working Conditions

- Monday to Friday day shifts at 40 hours a week

Confidentiality

- Must comply to confidentiality standards of the Township

Review

Supervisor: Rebecca Raymond, Water Supervisor

Date: August 26, 2026