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<b>Job Title:</b>	Maintenance Management Program Manager WWW	<b>Union:</b>	Non-Union
<b>Job Opening Id:</b>	40456	<b># Required:</b>	1
<b>Business Unit:</b>	Public Works	<b>Division:</b>	Water & Wastewater
<b>Location:</b>	Environmental Centre	<b>Standard Hours:</b>	40.00 / week
<b>Full/Part Time:</b>	Full-Time	<b>Regular/Temporary:</b>	Regular
<b>Salary Grade:</b>	7	<b>Salary Range:</b>	\$ 92,840.00 - \$109,220.00
<b>Post Date:</b>	2024-10-16	<b>Close Date:</b>	2024-10-29

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## ABOUT US

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, email related questions to [diversity@niagararegion.ca](mailto:diversity@niagararegion.ca). To send input on reducing barriers in the current hiring process, please email [myhr@niagararegion.ca](mailto:myhr@niagararegion.ca)

### Don't have every qualification?

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements including hybrid work arrangements to support better work-life balance for our employees. Where operational needs align, and while ensuring business requirements and customer service expectations are achieved, employees may have an opportunity to work within a hybrid model, combining working from home and working in the office.

# JOB DESCRIPTION

## Job Summary

Reporting to the Manager of Asset Information Systems, the W-WW Maintenance Management Program Manager is responsible for all aspects of the W-WW computerized maintenance management system (CMMS) / Maintenance Management Work Order System (MMWS), automatic vehicle locator (AVL) system and inventory management, including information management, system integration and data integrity.

## Education

- Post-secondary diploma in Civil Engineering or related field of study.
- An equivalent combination of education, experience and qualifications may be considered.

## Knowledge

- 8 years of progressive experience in an industrial, utility, and or process environment.
- Demonstrated leadership experience is preferred.
- In-depth knowledge of Maintenance Management Work Order Systems (MMWS), Computerized Maintenance Management Systems (CMMS) and Enterprise Asset Management Systems (EAM).
- Knowledge of Water & Wastewater related legislation, standards and regulations.
- Certified Engineering Technologist (C.E.T.) or Engineering Technician (C. Tech) in good standing with the Ontario Association of Certified Engineering Technicians and Technologists (OACETT).
- MMP (Maintenance Management Professional) and/or Certified Asset Management Professional (CAMP) designation, from PEMAC (Plant Engineering and Maintenance Association of Canada) is preferred.

## Responsibilities

*Manages the W-WW CMMS support operating unit to deliver technical applications, systems and information needed to maintain divisional maintenance programs and delivery systems that are compliant and safe. (40% of time)*

- Coordinates and schedules software maintenance activities with end-users so that work can proceed without service interruption.
- Manages the division's central inventory by procuring supplies and services in accordance with established guidelines and policies, ensuring repair inventory stocking levels, storage and distribution, including emergency response equipment such as portable pumps, generators, welders, trucks etc.
- Monitors the performance of consultants and suppliers, addressing issues and ensuring resolution.
- Co-ordinates with other Managers, the scheduling of specialized equipment and human resources.
- Maintains the CMMS system, including regular updates and associated advances in technology, including system integration, reviewing data integrity and auditing overall system performance.
- Responds to emergencies, complaints and requests for service, taking necessary action and reporting back to Manager, and appropriate Provincial Ministries as required.
- Researches new technology, identifying solutions at strategic, operational and tactical levels, prepares written reports and implements solutions that best meet the needs of the Division.
- Oversees the administration of the W-WW Maintenance Library.
- Develops KPIs and reporting and generates reports to monitor maintenance program effectiveness.
- Manages system integration strategies, including system synchronization with divisional applications such as SCADA, GIS, mobile technology and other related information repositories.

*Identifies opportunities to improve processes and services and implement cost efficiencies, ensuring alignment with divisional priorities, and developing and presenting recommendations. (20% of time)*

- Provides input related to CMMS/MMWS/EAM and inventory in the design of new and upgraded facilities.
- Attends project kick-off design review meetings, liaising with contractors, consultants and project managers to ensure conformance to W-WW asset collection guidelines.
- Identifies deficiencies and recommends capital upgrades and additional technology.

*Supervises staff, coordinating and planning work, providing work direction, assigning tasks and projects, determining methods and procedures to be used, monitoring quality of work, resolving problems and ensuring assigned results are achieved. (20% of time)*

- Enables results with the organization's human capital strategy to foster employee engagement.
- In conjunction with the Manager provides training and development, coaching and discipline when necessary, and manages staff recruitment.
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.

- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department.
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

*Ensures compliance with the provisions of the Occupational Health and Safety Act, established Regional policies and procedures and operating standards. (10% of time)*

- Sets Technical Standards for programs used by the unit.
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Prepares maintenance manuals and Standard Operating Procedures as required.
- Participates in the development of new policies and procedures or changes to existing policies related to W-WW treatment and Regional distribution/collection facilities.
- Reviews capital project X28 CMMS data collection submissions, to ensure compliance with W-WW asset management practices and procedures.
- Develops, implements and maintains a CMMS standard and associated workflows for the W-WW division and staff to follow.

Manages and administers annual and multi-year Capital and Operating budgets for which they are delegated authority ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Administer and approve the acquisition of goods and services for their direct reports in accordance with the procurement policy. (10% of time)

*Perform other related duties and responsibilities as assigned or required.*

### Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.
- Must maintain ability to travel in a timely manner to other offices, work locations or sites as authorized by the Corporation for business reasons.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

## HOW TO APPLY

Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values. To view the full job description, requirements and apply on our Careers Site, visit our Careers page - Job Opening **#40456** (<https://www.niagararegion.ca/government/hr/careers/>)

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges, today!

Let us know why you would be an excellent team member by submitting your online application no later than **October 29, 2024**, before midnight by visiting our 'Careers' page at [www.niagararegion.ca](http://www.niagararegion.ca). We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.