

Job Title: Operations Support Assistant (Wastewater/Water)		Pay Grade: 5
Department: Engineering Services		Reports To: Manager of Wastewater Services
JJE Maintenance Review Date: 2030	Content Last Updated: May 2025	Position(s) supervised: N/A

JOB SUMMARY

The Operations Support Assistant (Assistant) provides reception, administrative assistance, dispatch and support for Wastewater and Water Services. The Assistant primarily reports to the Water Pollution Control Center (WPCC) while also providing support, as required, to the Comox Valley Water Treatment Plant (WTP). The Assistant role is essential in supporting the day-to-day operations of the organization, providing administrative and logistical support to ensure the smooth and efficient functioning of the operations teams. The Assistant is responsible for coordinating daily activities and logistical tasks, maintaining records and inventory control, customer service and support, assisting with reporting, and supporting cross-functional teams. This position liaises with other Comox Valley Regional District departments, government agencies, engineers and other registered professionals, property owners and contractors in support of the operations' workplans.

MAJOR DUTIES AND RESPONSIBILITIES

1. Provides administrative support to wastewater and water managers and staff within the operations departments in performing weekly, monthly and annual functions;
2. Serves as the first point of contact for the WPCC and/or WTP, coordinating site services such as HVAC maintenance, janitorial, waste and recycling, groundskeeping, coffee delivery, and linen services;
3. Oversees shipping and receiving, coding, processing, assigning, and unloading delivery trucks with a forklift or pallet jack;
4. Assigned as the site primary First Aid attendant, manages incident documentation, assists with accident investigations and follow up, and is a member of the department health and safety committee;
5. Monitors the Working Alone App and SPOT satellite communication device used by both wastewater and water operations staff and staff conducting

- watershed monitor sampling; ensuring whereabouts and safety of staff. Escalates if necessary;
6. Prepares correspondence, reports, briefing notes, and contracts with supporting charts and spreadsheets. Drafts and formats documents for signature, and coordinates meetings by managing agendas, materials, minutes, and logistics;
 7. Schedules appointments, meetings, travel and other time commitments for managers and staff;
 8. Responds to inquiries via phone, email, or in person, providing information on services and programs. Transcribes messages, refers complex issues to appropriate staff, and prepares responses to routine inquiries;
 9. Executes daily dispatch operations by actively monitoring radio communications, coordinating daily activities, handling incoming service requests, and maintaining communication with field crews. May prioritize and dispatch field crews for urgent or emergency situations.
 10. Collaborates with operations staff to develop maps and messaging for public notifications about upcoming projects or service interruptions. Assists with press releases and social media posts;
 11. Updates and edits the Comox Valley Regional District website with information on programs, maintenance, projects, and services related to operations;
 12. Processes applications, permits, and rebates in accordance with established procedures, including those for water services, system extensions, bulk water kiosks, irrigation rebates, lawn sprinkling, and various certification and operational permits;
 13. Is designated the Cityworks Super-User to create workorders for crews from a variety of inputs; direct customer interaction, requests from staff, and other agency interactions or managers direction;
 14. Conducts research on various subjects by retrieving file and internet information, gathers records and information and coordinates with staff on Freedom of Information requests; contacts/surveys other agencies and organizations;
 15. Liaises with internal staff and external contacts, requests service and coordinates administrative details and is the first point of contact for researching and responding to BC One calls and refers more complex BC One inquiries.
 16. Maintains project and invoice tracking systems, and supports, follows up with and coordinates with staff, suppliers and contractors to ensure deadlines are met;

17. Maintains various files, databases and spreadsheets, updates relevant resource materials for the department, and archives files on a pre-scheduled basis;
18. Organizes and assists with facilitating tours of the WPCC and WTP, for school groups and public groups;
19. Performs various administrative duties related to processing and maintenance of requests for proposal, contracts, land purchase and sales, statutory rights-of-way and other agreements;
20. Assists managers with completing automated onboarding/offboarding forms, schedules orientations with other departments, and assists new employees within the branch with processes and procedures;
21. Schedules yearly inspections for vehicles and trailers through appropriate department.
22. May be required to participate in an activated Emergency Operations Centre;
23. Undertakes other assigned duties as required.

REQUIRED EDUCATION AND EXPERIENCE

- Grade 12 or equivalent.
- Completion of over six months and up to one year office administration course at a community college.
- Over one year and up to and including two years of directly related experience in providing administrative and operational support for a public works, wastewater or water department, including experience with a computerized maintenance management system.
- Equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS *(required for acceptance into the job or to be acquired in first six months of being in the job)*

- Valid Class 5 driver's license
- First Aid – Level 1 and Transportation Endorsement
- Forklift Operator Certification

PREFERRED QUALIFICATIONS

- First aid - Level 2
- Front end loader training and experience

KNOWLEDGE, ABILITIES AND SKILLS *(required for acceptance into the job or to be demonstrated in first six months of being in the job)*

- Sound working knowledge of the practices and processes involved in local government office administration;

- General understanding of all Comox Valley Regional District wastewater and water operations including treatment, distribution, collections, service areas, governance, etc;
- Advanced working knowledge of windows-based office applications such as; Cityworks, MS Office Suite, Adobe Acrobat and SharePoint applications, with emphasis on word processing, presentations, PDF editing and web utilization;
- Sound working knowledge of the mandate, values, policies and programs of the branch and Comox Valley Regional District to understand priorities, deal with routine enquiries and provide effective administrative support;
- Knowledge of office equipment such as printers, photocopiers, folding machines and laminators;
- Knowledge of iMap, PI Vision and water meter reading equipment and software;
- Ability to record meeting minutes accurately and efficiently, utilizing proper grammar, punctuation and spelling;
- Ability to draft and format routine correspondence;
- Ability to research various matters, prepare correspondence and reports, and coordinate administrative details of a branch program or process;
- Ability to anticipate and balance multiple demands and priorities and meet deadlines;
- Ability to relate appropriately with board and committee members, external officials and representatives, contractors the public and staff with tact, courtesy and respect, both verbally and in writing;
- Knowledge of safety procedures and safe workplace practices related to the work;
- Strong organizational, time management, analytical, problem solving and expediting skills;
- Strong customer service and complaint and conflict resolution skills;
- Ability to utilize security monitoring equipment to review and gather information as required.

EMPLOYEE SIGNATURE

This is to certify that I have read and understand this job description:

Print Name

Signature

Date