

Township of Southgate
JOB DESCRIPTION

Date of Update: April 2026	Public Works Coordinator – Water Operations
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Section A: Position Description

1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Job Title: Public Works Coordinator – Water Operations	Supervisor’s Job Title: PW Manager – Water Operations Treasurer
Standard hours of work per week: 35 hours per week	Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes
Location of Position: Dundalk Depot & Hopeville Administration Office	Department / Division: Public Works – Water Operations & Finance
Employment Status: Permanent Full Time Salaried	Pay Band: 11

2) Scope of Position (A maximum of three sentences.)

The Public Works Coordinator – Water Operations is responsible for water and wastewater billings including but not limited to collections, issuance of water/wastewater bill arrear notices, maintenance and adjustment of accounts, coordinating and processing final meter readings and analyzing the data on water usage. This position will provide customer service for residents regarding their water bills, water/wastewater usage, notices, etc.

The Public Works Coordinator – Water Operations will be responsible for water and wastewater reporting, ensuring MECP compliance with document control, reporting and maintaining and updating training records and working within the DWQMS system.

Key Responsibilities	Tasks	Percent of Time
Administrative Duties	<ul style="list-style-type: none"> • Provides administrative support to department manager and supervisory staff. • First point of contact for the department's customer service inquiries via phone, email and in person. • Receives and codes department payable invoices for the Public Works Manager – Water Operation's approval. • Management of department's files & maintains department supply inventories as assigned. • Tracks inquiries and complaints from ratepayers related to the department to ensure they have been resolved by the appropriate staff member. • Schedules training and accommodations for the department's staff. • Purchases materials for appropriate public works water department. • Coordinates the department's tendering process. Assists with the preparation and issuance of tender documents, advertisements, responds to enquiries, issues addenda, assists with information on evaluation of proposals and recommendations. • Researches information and data related to a range of departmental projects. • Assists with updating and implementing municipal policies, by-laws, agreements, and other related legislative documents, as required by researching best practices and making recommendations to the Manager. • Assists the manager with Asset Management of the department's assets. • Assist with the requests for locates with Ontario One Call and the manager. 	25%
Utility Receivables	<ul style="list-style-type: none"> • Generate utility billing, adjustments and monitoring utility billing for accuracy, deficiencies and any irregularities observed, investigating questionable utility billing. • Monitor the aging of delinquent accounts. Identify and initiate collection actions of overdue accounts. • Update customer records regarding relocations and/or property sales and arrange meter readings when required. • Provide water certificates as requested by solicitors. • Maintain wastewater and water billing ledger, journal, customer history, etc. • Responsible for utility GL accounts including monthly reconciliation. 	25%

Water / Wastewater	<ul style="list-style-type: none"> • Setup all new wastewater/water accounts. • Records the transfer of eligible uncollected utility receivables to tax roll. • Responsible for maintenance of accounts and balances of bulk water station. • Setup Pre-Authorized Payments (PAP) with customers. • Create and send Utility Receivable PAP files to bank. • Liaison with PW Manager – Water Operations and ES Operator/Labourers with all associated duties regarding water meters, water main breaks, work orders, etc. • Work with residents to locate any leaks with education and monitoring using Neptune. • Prepare daily, monthly and annual reporting for Water and Wastewater systems and submit to MECP as required. • Provide water reports and data to support MECP Inspector performing annual Water systems Inspection. • Maintenance of meter reading equipment/meter reading software, and liaison with meter reading vendor, coordinating upgrades to software equipment. • Assist with the maintenance of DWQMS paperwork through document control • Assist and support with the DWQMS audit. • Assist with the maintenance of Corrective/Preventative Actions and Continual Improvement initiatives. • Attend, act as secretary, and support the Drinking Water Quality Management System Committee (DWQMS) and annual DWQMS Management Review. • Updates and reports historical water/wastewater consumption as it pertains to raw water and billed water usage. • Keeping the water page on the Township’s website current and relevant. Releasing news articles and general notices. • Maintain backflow testing spreadsheet, inspection reports and bi-monthly reminder letters to property owners of backflow devices. • Administratively handles and communicates all watermain breaks and water shut offs to residents through letters, website, and social media. • Files records, lab reports, training records and all regulatory related documentation. • Work with staff and third-party to troubleshoot issues and coordinate updates to the bulk water station. 	40%
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	<ul style="list-style-type: none"> • Attend training/webinars/conferences to keep up-to-date with DWQMS and environmental regulations. • Track and keep training records of water operators up to date, book and coordinate required training, ensure compliance. 	
Other	<ul style="list-style-type: none"> • Acts as a backup support for the administration office on phones and front counter inquiries. • Act as a backup for Public Works Assistant – Roads & Waste as required. • Performs all other duties as assigned by Supervisor. • Represents Southgate when performing day-to-day duties through front counter contact with the public. • Be responsible to work in compliance with the Occupational Health and Safety Act and Regulations, municipal health and safety and workplace violence policy and procedures as well as industry guidelines. • Basic knowledge of WHMIS, and the Municipal Freedom of Information and Protection of Privacy Act. 	10%

Section B: Skills

1) Formal Education and External Training

Highest level required	Specific Specialty or Degree? (List)
<input type="checkbox"/> High School <input type="checkbox"/> Vocational School <input checked="" type="checkbox"/> Community College <input type="checkbox"/> University Degree	2 Year College Diploma in Business Administration and/or Environmental sciences or equivalent work experience of 5 years is preferred
<input checked="" type="checkbox"/> Individual Courses	Completion of Internal auditing certificate or work experience would be an asset
<input type="checkbox"/> License or Professional Designation	
Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Discuss: May attend courses/seminars on an as-needed basis AMCTO courses recommended OMTRA training and conferences WCWC courses recommended and in some cases may be required	

2) Required on the Job Training

Specific Internal Training	Months to Complete
Keystone	1 month
Neptune	1 month
Internal Auditing for the Drinking Water Quality Management Standard (through WCWC)	1 year

3) Work Experience

Experience	Minimum Years Required
• Computer experience	3 years
• Accounting experience	3 years
• Customer service experience	3 years
• Regulatory and/or auditing experience	An asset
• Water / wastewater, preferably in municipal sector	An asset

4) Other Key Skills:

- Excellent written and oral communications skills.
- Excellent attention to detail.
- Working knowledge of office terminology, procedures, and equipment.
- Ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software.
- Ability to work independently, establish priorities, and meet deadlines.
- Good organizational and time-management skills.
- Understanding of applicable legislation, by-laws and policies related to public utilities.

5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.)	Daily		
Co-workers (other dept.)	Frequently		
Supervisor (my dept.)	Daily		
Supervisor (other dept.)	Occasionally		
Depart. Head (my dept.)	Daily		
Depart. Head (other dept.)	Occasionally		
Administrators	Occasionally		

External Contacts	Frequency	Purpose	Method
Ratepayers	Frequently		
Children/Students	Occasionally		
Seniors	Occasionally		
Suppliers	Occasionally		
General Public (Not residence)	Occasionally		
Business representatives	Occasionally		
Consultants, Engineers, Planners	Seldom		
Auditors	Occasionally		
Solicitors	Seldom		
Funding Organizations	Seldom		
Government Officials	Occasionally		
Boards	Seldom		
Council (your own)	Seldom		
Council (other municipalities)	N/A		
Media	Occasionally		
Ratepayers Groups	N/A		
Other: Specify Below			
Interpersonal skills:			
Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs.			

6) Decision Making

Must use judgment in dealing with the public and day to day problems relating supporting the operations of the Public Works water operations department in consultation with manager & supervisory staff.
Must be empathetic, yet proactive when dealing with the public, employ human relation skills.

7) Problem Solving Responsibilities

Ability to analyze and evaluate operations and develop and implement corrective action to resolve problems. Complex issues are escalated to the appropriate individual(s).

8) Equipment & Technology Utilized

Operating systems, financial software (Keystone), Utility billing software (Keystone and Neptune), Microsoft products.

Section C: Responsibility

1) Program Delivery

Supports the delivery of administration, financial and water/wastewater programs. Knowledge of applicable federal and provincial statues and regulations related to water and wastewater.

2) Impact and Accountabilities

Must maintain confidentiality where residents/ratepayers are concerned.
Must ensure accurate data entry as errors can result in incorrect inf invoicing to customers as well as major implications for water and wastewater reporting and compliance.

3) Supervision

Direct Subordinates – Job Titles	Number of Staff
None.	
Indirect Subordinates – Job Titles	Number of Staff
None.	
Provides training/instruction to others – Job Titles	Number of Staff
None.	

4) Material and Information Resources

Computers and other standard office equipment.
Confidential customer information.

5) Financial Resources

Not directly responsible for expenditures of money; however, responsible for handling, balancing and accuracy of recorded collections.
Responsible for accurate accounting data entry and reporting.

Section D: Working Conditions

1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.					
Condition	1	2	3	4	5
Sitting					X

Standing		X			
Noise Exposure		X			
Adverse Temperature	X				
Pushing/Pulling	X				
Lifting/Carrying		X			
Dust	X				
Odors	X				
Other (Specify) Physical Aspects					

2) Health & Safety Hazards

Minimal hazards, office environment

Health and Safety Responsibilities
Responsible to perform duties in a Health and Safety conscious manner.

3) Travel

Travel to seminars / training to occur occasionally.

4) Driving

Driving to seminars / training to occur occasionally.

5) Mental Environment

Busy office environment, open concept.
Constant interruptions, dealing with unhappy people (sometime ratepayers) and deadlines contribute to stress.

Section E: Effort

1) Mental Effort

Strong mental effort required. Excellent keyboarding skills and visual concentration are required.
Deadlines and task management are major components of work effort.
Accuracy requires mental effort.
Constant interruptions - ratepayers, co-workers, telephone.

2) Physical Effort

Minimal physical effort required.
Excellent keyboarding skills. There will be long periods of data processing required.
Prolonged periods of sitting.

Section F: Additional Information

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

Supervisor Comments

I have reviewed this job description with the employee and make the following comments.

Employee: _____
Signature

Date Completed: _____

Supervisor: _____
Signature

Date Completed: _____

CAO: _____
Signature

Date Completed: _____