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[» Apply Now](#)**Title** Operations Service Worker 3**Department** Engineering Operations**Job Status** Regular Full Time**Posting Status** Accepting Applications**Employment Group** CUPE**Job ID** 20-59

Nature & Scope of Work This is maintenance, construction and repair work in the water, sanitary sewer, and storm drainage areas. The incumbent will respond to complaints and emergencies received from the public and take appropriate action, as well as complete various programs and requests assigned by the superintendent. An incumbent in this position exercises independence of action and judgement in troubleshooting and resolving problems.

The incumbent must have considerable knowledge of the practices, methods, materials, tools and equipment, as well as the occupational hazards and proper safety practices particular to the position. He/she must also have a good working knowledge of Delta's Master Utility Specifications and underground utility systems.

An incumbent must communicate effectively with their superintendent to ensure that the superintendent is aware of all work requests/complaints and their current status. The incumbent may direct and supervise the work of others. Customer service is an important aspect of this work and tactful, diplomatic, and persuasive communication with the public, external agencies and co-workers is expected. An incumbent must communicate effectively with their superintendent to ensure that the superintendent is aware of all work requests/complaints and their current status. The incumbent may direct and supervise the work of others. Customer service is an important aspect of this work and tactful, diplomatic, and persuasive communication with the public, external agencies and co-workers is expected.

Required Knowledge, Skills and Abilities An incumbent will perform a variety of tasks including, but not limited to the following:

- Assist in troubleshooting and determining corrective action for complaints, requests for service, and emergency situations received from the public in the water or wastewater Utility
- Assist CCTV Operator in inspection of sanitary sewer and storm drainage services and mains
- Familiar with dye tests and leak detection using appropriate equipment.
- Ability to develop and apply new and improved work methods and techniques.
- Ability to perform skilled pipe-laying work.
- Ability to maintain all records relating to the position e.g. Service Work Orders.
- Considerable knowledge of methods, techniques, materials, tools, and equipment used in general construction and maintenance work.
- Ability to lay out, direct, check and participate in the work of subordinates performing skilled and semi-skilled manual construction or maintenance tasks.

Desirable Training & Experience

- Valid Class 3 Drivers Licence with air endorsement.
- Completion of Introduction to Public Works Course will be considered an asset.

Required Licences, Certificates and Registrations A Valid British Columbia Driver's Licence (Minimum Class 5).
Completion of Secondary School or equivalent.

Preference will be given to candidates who possess the following:

- B.C. Environmental Operators Certification Program Level I Certification in:

- (a) Water Distribution Systems and/or
- (b) Wastewater Collection Systems

Safety Requirements Incumbents are required to follow all applicable Safe Work Procedures, participate in Occupational Health & Safety training, meetings and to report any hazards in the workplace.

Hours of Work 40 Hour Work Week

Pay Grade 108

Pay Rates \$29.62 per hour

Posting Date 2/12/2020

Posting Closing Date 2/20/2020

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