



TOWN OF REDCLIFF POSITION DESCRIPTION

Title: Utility Operator

Pay Grid: Utility Operator
CUPE Collective Agreement

Position Requirements:

- Must work towards certificate in related field.
- Must have 1 years' experience in related field.
- Must have or qualify to obtain at minimum a Level 2 Water Distribution and Level 2 Wastewater Collection certification as required by the Alberta Environmental Protection and Enhancement Act.
- Basic Knowledge of utility systems and metering technology.
- Must have and maintain a valid Class 5 Alberta Driver's License.
- Must be in good physical condition and may be required to successfully perform a physical ability test.
- Must have the ability to make important decisions with minimal oversight.
- Must have the ability to work diligently within Town policies and procedures.
- Must be able to demonstrate satisfactory ability to operate a variety of equipment that is utilized in position.
- Must have work or personal experience that would demonstrate the ability to work independently and unsupervised, show self-motivation, and to demonstrate sound judgement and decision-making abilities.
- Ability to take initiative to identify and resolve problems.
- Ability to manage time effectively, does not get stressed in tense situations, and to work within tight time frames.
- Strong communication and customer service skills.
- Ability to walk or travel for extended periods and in various weather conditions.
- Carries out duties necessary to successfully meet the initiatives of the municipality.
- Criminal Record Check and Driver's Abstract.

Relationships and Contacts:

Supervisor: Municipal Works Manager

Subordinate: N/A

Responsibilities:

- **Meter Reading:** The primary duty of the utility operator is to read utility meters at various locations, such as residential, commercial, or greenhouse properties. They may use handheld devices or other technology to record consumption data accurately.
- **Data Recording and Reporting:** The Utility operator is responsible for recording and documenting meter readings using established procedures. They ensure the accuracy of the data and report and discrepancies or abnormalities to supervisors or relevant departments.
- **Customer Service:** Utility Operators often interact with customers during their duties. They must demonstrate excellent customer service skills, address any inquiries or concerns, and maintain a professional and courteous demeanor.
- **Meter Maintenance, Inspection, and Replacement:** Utility Operators may also be responsible for basic maintenance and inspection of utility meters. This can include visual checks for damage or signs of tampering. Repairs and/or replacements of meters is done as required.



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- Safety and Compliance: Meter readers must follow safety protocols and regulations while performing their duties. They need to be aware of potential hazards and take appropriate precautions to ensure personal safety and the safety of others.
- General Support:
 - Assists in the operation and maintenance of the water distribution and wastewater collection systems upholding the terms and conditions of the Environmental Protection and Enhancement Act.
 - Operates various equipment and performs labour duties for the purpose of maintenance and/or construction of the municipality's infrastructure and facilities.
 - Performs routine maintenance on equipment and facilities as required and directed.
 - Installs, maintains, replaces and reads water meters for the Town of Redcliff
 - Operates the sewer camera for scoping sewer lines.
 - Ensures that a positive public image is portrayed to the public indicating the municipality's commitment to excellence in service for the residents of the Town of Redcliff.
 - Assists with other duties related to the operation of the Public Services Department as required.
 - May be required to participate in a rotating schedule for after-hours stand by and call out duties.

Approved: 
Municipal Manager

Approved/Revision Date: June 12, 2023