



## UTILITY CONTROL ROOM OPERATOR Regular Full-time, Rotating Shifts

### About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

### About You / What We Are Looking For

The City of Coquitlam is currently recruiting for a regular full-time Utility Control Room Operator to join our Public Works Services team.

The Utility Control Room Operator is a clerical, customer service focused role for a team that works around the clock. In this role, you can expect to take on a variety of clerical work of moderate complexity, and this includes receiving and processing information from a computerized system, telephone and radio transmission. Reporting to the Public Works Services Manager, you will be act as the dispatcher for inbound calls and will be responsible for monitoring operations of municipal water, sewer, drainage, pump station and traffic systems. You would also be responding to alarms, checking and adjusting work sites remotely, and dispatching and monitoring our emergency crews. Additionally, you will perform a variety of administrative tasks such as the management of files, records, reports, and schedules.

The ideal candidate will be able to work under minimal supervision, and be able to pay attention to detail. They will be able to professionally and courteously manage inquiries from both the public and City colleagues. Strong verbal and written communication skills are critical to this role. The Utility Control Room Operator will exercise considerable independent judgement, maintain effective relationships with a variety of internal and external partners and have experience using a computerized maintenance management system.

Shifts will be 8 hours, Wednesday and Thursday - 4:00 pm to 12:00 am and alternating hours Friday to Sunday - 8:00 am to 4:00 pm, and 4:00 pm to 12:00 am.

### Qualifications

- The ideal candidate will also have sound knowledge of general engineering operations including applicable policies, procedures and bylaws, as well as knowledge of the public works crew assignments and of the equipment, materials and work related terms used in its operations. Working in a fast-paced environment, the successful incumbent will be a goal-oriented individual with the ability to multitask efficiently while exercising tact, diplomacy and political acumen in a municipal government setting.
- These attributes will be matched with the completion of Grade 12, supplemented by courses in mechanical systems or public works operations, plus sound related work experience. An equivalent combination of training and experience will be considered.

### What We Offer:

This CUPE position has an hourly rate range of \$29.48 - \$34.63. The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills.

You will have the chance to join a rapidly growing and diverse team dedicated to supporting the local community, and be able to engage in variety of learning and development opportunities. The City offers an attractive vacation and extended benefits package, including the ability to contribute to the Municipal Pension Plan.

### Accessibility / Equal Opportunity Employer



The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization we are committed to creating an inclusive work environment to support our growing and diverse work force. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit [coquitlam.ca/edi](http://coquitlam.ca/edi) for more information.

If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required.

Applicants under consideration may be required to undergo a police information check (with no adverse reports).

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on [LinkedIn](#) to learn more about how #YouCouldWorkHere too!

**Please apply online at [www.coquitlam.ca/careers](http://www.coquitlam.ca/careers) by 11:55 pm on March 1, 2024.**

*We thank all applicants for their interest; however, only those selected for an interview will be contacted.*