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Position Title: Superintendent, Water Services Maintenance

Position Status: Full-Time Regular

Department: Water Services

Employee Group: Exempt

Location: Lake City Operations Centre, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M3B (\$138,751.74 - \$163,233.66 annually)

Our Water Services Department is seeking a Superintendent, Water Services Maintenance who will lead the day-to-day activities of maintenance staff in the treatment and transmission of drinking water for the 2.8 million residents of greater Vancouver.

You are an excellent communicator with superior maintenance leadership skills, comfortable working in a 24/7 fast-paced environment.

The Superintendent, Water Services Maintenance reports to the Division Manager, Maintenance and Asset Reliability.

This role:

- Leads the planning and delivery of maintenance services and strategies for all mechanical, electrical and instrumentation equipment and assets used in Metro Vancouver's water treatment and transmission infrastructure. Ensures equipment operates effectively and efficiently and meets operating requirements on an ongoing basis. Coordinates resources and prioritizes work to resolve problems. Provides direction to address repair backlogs and emergency repairs; acts as a liaison with Water Services operating divisions.
- Accountable for budget preparation, reporting and resource allocations; monitors and controls spending ensuring the effective and efficient expenditure of allocated funds. Works closely with Division Manager and other staff to determine overall priorities and prepare work plans. Contributes to the preparation of long range strategic and financial plans of the division and department.
- Provides strategic direction to Maintenance Supervisors to improve equipment reliability and reduce breakdowns and cost intensive maintenance. Coordinates activities with other operating, planning and engineering groups to identify and resolve maintenance issues. Reviews drawings, requests for proposals and vendor packages to ensure maintenance requirements are included.
- Implements maintenance programs such as preventative and predictive maintenance, maintenance task analysis, standard work procedures and failure analysis. Works to improve equipment and infrastructure performance and

reduce costs. Keeps current on new maintenance technologies and practices. Inspects work and monitors progress providing direction and coaching to staff on installation and troubleshooting. Plans work and sets priorities ensuring optimal staffing to complete work plans and assist with inspections.

- Ensures maintenance activities are documented in accordance with corporate practices and regulatory requirements. Monitors and prepares compliance report documentation. Oversees the requisition process for equipment, materials, tools, and contractors to ensure corporate purchasing policies are adhered to.
- Hires, supervises, directs and develops staff monitoring performance in accordance with goals and objectives. Ensures staff adhere to corporate policies and works closely with staff to ensure the accurate and consistent application and understanding of the collective agreement. Leads, coaches, mentors and develops staff recognizing the importance of leadership, supervisory and technical training. Develops and sustains a flexible workforce encouraging staff to pursue opportunities that complement their skills and experience.
- Supervises and directs the work of trades and engineering staff and contractors and makes decisions on staff allocations. Supports the corporate apprenticeship trades program and may participate as a member of the apprenticeship steering committee.
- Works collaboratively to resolve complex technical or interpersonal issues staff encounter while doing their work. Facilitates information sharing to transfer knowledge and experience and increase the efficiency and effectiveness of the team. Establishes effective working relationships with various outside agencies as well as other internal departments. Works collaboratively to deliver on strategic initiatives.
- Ensures staff perform their work in accordance with safe work practices as defined by WorkSafe BC and corporate safe work practices. Monitors safety performance and training of staff and contractors and performs a lead role in conducting safety investigations, reporting on incidents and promoting a safety culture throughout the work group. Oversees the emergency stand-by and after-hours coverage schedule; coordinates the response to emergencies and participates in rotational on-call standby duties as required.
- Upholds Metro Vancouver's reputation through positive and forthright dealings with other organizations and members of the public. Understands the organizational culture and the processes/mechanisms necessary to attain work objectives.
- Performs other related duties as required.

To be successful, you have:

- 7 years of recent related experience supplemented by a university degree in engineering or a diploma in a relevant discipline and inter-provincial trades qualification in electrical, mechanical or instrumentation; or an equivalent combination of training and experience.
- Membership or eligibility for immediate membership as a registered Professional Engineer (P.Eng.) with the Engineers and Geoscientists of British Columbia (EGBC) or relevant interprovincial trades qualification.
- Considerable technical expertise and understanding of maintenance planning and scheduling for complex water treatment and transmission infrastructure. Considerable knowledge of preventative and predictive maintenance techniques, machining, fitting, welding, hydraulics, rigging, and drafting.
- Sound budgeting and financial management skills. Ability to monitor budget, meet financial objectives and ensure the effective and efficient expenditure of allocated funds.
- Considerable knowledge of WorkSafe BC regulations and corporate safe work practices.
- Sound understanding of evidence-based decision making, Lean SS principles, DMAIC and KPI's. Ability to analyze data and create action plans based on analysis.

- Excellent written and oral communication skills including well developed report writing and presentation skills; ability to communicate complex technical requirements and implications to diverse audiences.
- Demonstrated ability to build and maintain effective working relationships. Skill in dealing openly, tactfully and sensitively in a variety of situations and responds effectively to emotional triggers in self and others.
- Proven ability to use judgment to analyze and resolve complex problems and provide direction for matters such as critical and complex emergency repairs. Ability to develop new procedures and plans to address problems and improve efficiencies considering the long-term implications of decisions and actions. Innovative thinker with the ability to influence and persuade others and build trust and common understanding required to implement change.
- Proven ability to work cooperatively with others and skilled in resolving disagreements and preventing the escalation of conflict.
- Ability to manage a complex portfolio of work while establishing ambitious and challenging goals; demonstrates persistence in overcoming obstacles.
- Sound ability to supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports.
- Proficiency using Microsoft Office programs including Word, Excel and Outlook.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by October 1, 2024.