



Job Title: Quality Control & Training Specialist

Competition Number: INF-115-26	Department: Infrastructure & Operations
Posting Category: Open	Division: Environment
Job Type: Full-Time	Affiliation: Managerial
Site:	Location: CA-ON-Thunder Bay
Min: CAD \$92,657.73/Yr.	Max: CAD \$109,009.09/Yr.
Pay Band: 9	Number of Positions: 1
Effective Date: February 1, 2021	Supersedes Date: New
Posted Date: October 7, 2026	Post End Date: October 22, 2026

The **City of Thunder Bay** provides exceptional quality of life to those who live, work, and play in Thunder Bay – a culturally vibrant, economically diverse community with a metro population of over 120,000. Located on the north shore of Lake Superior, under the protective watch of the Sleeping Giant, Thunder Bay is rich in people and resources, and connects Northwestern Ontario to the world. We value our high quality of life and promote a clean, green, beautiful, and healthy community that provides economic opportunity, respects diversity, and provides affordable and safe neighbourhoods that are accessible to all.

The City of Thunder Bay is a place where art, culture and nature come together!

Protect Public Health. Ensure Compliance. Support Essential Services.

At the City of Thunder Bay, **Our City Runs on People Like You.** Together, we are building a workplace where everyone belongs—where your expertise in regulatory compliance, quality management, training and continuous improvement helps safeguard the essential water and wastewater services our community relies on every day.

Here, you'll play a critical role in supporting drinking water quality and wastewater compliance programs, overseeing quality management processes, coordinating employee training, and helping ensure the Corporation meets evolving legislative and regulatory requirements.

Thunder Bay offers more than a fulfilling career. With its natural beauty, affordability, and strong sense of community, it's a city where you can grow personally and professionally.

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Where You'll Make a Difference Every Day

As a **Quality Control & Training Specialist**, you will help ensure the City of Thunder Bay's water and wastewater operations continue to meet the highest standards of quality, safety, and regulatory compliance. Your work will directly support compliance with the Safe Drinking Water Act, Drinking Water Quality Management Standard (DWQMS), Wastewater Environmental Compliance Approval (ECA), and other legislative requirements that protect both public health and the environment.

Whether you live in Thunder Bay, you're looking to return, or excited to make the City your new home, join a team where your skills, expertise, and presence is recognized, and make a real impact to our community.

How You'll Support the Team

In this role, you will coordinate compliance, quality management, and training initiatives that support safe, effective, and legislatively compliant water and wastewater operations. You will also have the following accountabilities:

- Provide oversight of the Drinking Water Quality Management Standard (DWQMS) and Wastewater Environmental Compliance Approval (ECA) to ensure compliance with all applicable safety legislation, regulations, and standards
- Monitor new legislation as it relates to Water and Wastewater standards and practices; communicate, train and implement changes to plans and procedures as required
- Oversee the Quality Management System (QMS) Corrective and Preventative Action process, along with the QMS Risk Identification and Risk Assessment process
- Oversee the Municipal Drinking Water Licence (MDWL) Compliance related to contractor legislative requirements for Capital and Development Projects
- Provide Operations field support and perform site reviews and spot audits to ensure regulatory compliance
- Provide Capital Project, Development Project and Return-to-Service design review and documentation review support for regulatory compliance
- Conduct, participate in, and/or review non-compliance incidents and other non-conformance concerns involving employees, contractors and/or the Ministry of Environment, Conservation and Parks (MECP) and/or other regulatory agencies, and provide recommendations to prevent future incidents

[Quality Control & Training Specialist Job Description](#)

What You Can Count On With Us

We're proud to offer a workplace where your well-being, growth, and sense of purpose come first. As a Quality Control & Training Specialist, you'll enjoy:

- A competitive salary that reflects your expertise
- A matching pension plan to help you build long-term financial security
- Comprehensive health, vision, and dental coverage, plus life insurance for peace of mind

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- Generous paid vacation and holidays, with the option to purchase additional leave days when you need more time off
- Access to a confidential Employee and Family Assistance Program (EFAP) and wellness initiatives to support your overall health
- Leadership development and tuition reimbursement programs, so you can continue to grow your skills and career
- A culture of recognition and appreciation, with staff events and programs that celebrate your contributions

What You'll Bring to the Team

Here's what will help you succeed as the Quality Control & Training Specialist:

- A degree in science, engineering, environmental/technical studies, along with five years' experience in regulatory compliance, quality assurance/quality control, and training; or
- A diploma in engineering, science, environmental/technical studies, or a related field of study along with seven years' experience in regulatory compliance, quality assurance/quality control, and training
- Experience in quality management systems and auditing
- Experience in designing and implementing training programs
- Experience in working in Water and/or Wastewater industries (operations/maintenance experience preferred)
- Experience working in a unionized environment

Support Sustainable Growth – Apply Today

Ready to take the next step in your career journey? Join us at the City of Thunder Bay, where you'll support a dedicated team, and make a lasting difference every day.

Apply today and start your next chapter with the City of Thunder Bay.

General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women and members of the 2SLGBTQ+ community.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

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Note: The above documentation will be requested by the Human Resources Division should you be the successful applicant. If a Criminal Record Check is required, it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866