

UTILITY OPERATIONS ASSISTANT

EXEMPT (Y/N): No

SALARY LEVEL: Grid 1, Band 11

LOCATION: Mason Road

APPROVED BY: Utility Ops Superintendent

DIVISION: Utility Services

DEPARTMENT: Infrastructure Services

SUPERVISOR: Utility Operations Superintendent

DATE: May, 2022

Replaces: *Utility Operations Assistant*

DATE: *October, 2017*

SUMMARY: Reporting to the Utility Operations Superintendent, performs maintenance management/inventory duties, provides clerical and reception support to the Mason Road and South Pender Harbour Offices and responds to general and service enquiries from a variety of sources.

KEY RESPONSIBILITIES *include:*

1. Maintains computerized maintenance management and inventory management program data.
2. Assists with the management of inventory and supplies, ensuring that adequate inventory is available and organized efficiently and procures materials/supplies and inventory for the Utility Division.
3. Assists and liaises with divisional staff in order to support various tasks such as inventory management and control, workload, collaboration on projects or other assignments/duties as required.
4. Maintains the product master file, completes issuance of inventory, and coordinates and leads the annual inventory count and reconciliation.
5. Assists with operational contracts, researches materials and supplies and sources vendors for items required by the Utilities Department.
6. Maintains up to date knowledge of procurement policies and procedures.
7. Coordinates and completes Utilities payroll and staff expense claims.
8. Prepares correspondence, meeting minutes, reports, invoices, requisitions, purchase orders, credit card approvals, work orders and procurement and risk management documents.
9. Performs other administrative and clerical duties such as maintaining filing systems, data entry/validation, asset disposal procedures and documentation, and divisional internal and external reports on a regular basis.
10. Responds to service enquiries from the general public, service providers, local government representatives and other agencies.
11. Complies with and promotes safe work practices and procedures in support of a safe and healthy work environment.
12. Coordinates inspections on Utilities safety equipment and first aid supplies and PPE as required.
13. Participates in first aid attendant coverage for Mason Road works yard.

TYPICAL ACTIVITIES *include:*

1. Consults with suppliers, orders and receives materials and supplies as needed, verifies documentation for parts received against work orders and purchase orders, makes appropriate corrections and updates the inventory management system.
2. Assists with the coordination and completion of inventory counts and organizes materials as required.

3. Works with other divisional staff as necessary to share workload and redistribute tasks, resolve any discrepancies in invoicing, purchase orders and inventory and addresses differences with vendors and other related matters.
4. Schedules and confirms appointments and meetings, processes training, conference and seminar registrations and books travel arrangements for Utility staff as required.
5. Coordinates and completes data entry for timely delivery of timesheets to Payroll, reviews, enters data and resolves errors as required.
6. Responds to service enquiries, resolves problems or directs the customer to the appropriate person and contacts divisional staff as needed for routine and emergency calls.

QUALIFICATIONS, EDUCATION and EXPERIENCE

- Completion of Grade Twelve (12) or equivalent.
- One (1) year post-secondary education in a relevant field such as a certificate supply chain management or business systems from a recognized institution with preference given to a Certification in Production and Inventory Management (CPIM).
- Minimum of three (3) years related office experience, including dealing with the public, ideally in a local government setting, with preference given to experience with inventory management, computerized business systems such as maintenance management, land management and inventory/financial management systems or other relevant systems.
- An equivalent combination of education and experience may be considered.
- Occupational First Aid (OFA) Level 2 or equivalent.

OTHER SKILLS/KNOWLEDGE

- Proficiency with Microsoft Office suite, particularly Word, Excel and Outlook
- Proficiency with computerized financial and land management software, preferably Business World (Unit4) and Tempest.
- Minimum 40wpm data entry speed.
- Basic knowledge of water industry parts and materials.
- Ability to take informal minutes such as at safety and staff meetings.
- Ability to communicate effectively orally and in writing.
- Ability to interact effectively with customers by demonstrating a strong customer focus and an ability to defuse confrontational situations.
- Excellent organizational skills with the ability to perform multiple duties simultaneously within required deadlines.
- Ability to organize workload and set priorities and work with a minimum of supervision.
- Ability to work with a high level of accuracy and strong attention to detail and handle details that frequently change.
- Ability to work effectively as a member of a team and independently.