

Title: Organizational Structure, Roles, Responsibilities & Authorities		Control Number: SLD 9
Revision: 2.0	Effective Date: Jul. 1, 2009	Section: QMS
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**1.0 Purpose**

This procedure outlines the roles and responsibilities for all positions within the Waterworks that have a direct impact on the supply of safe drinking water

**2.0 Scope**

This procedure applies to any employee of the Waterworks division that may have a direct impact on the supply of safe drinking water

**3.0 Definitions**

Not Applicable

**4.0 Procedure**

These positions are identified that may have a direct impact on the supply of safe drinking water:

Position	Responsibilities & Authorities
General Manager, Waterworks	Responsible for overall management and day-to-day administration of the Town's water distribution and wastewater collection (Waterworks Division), and a member of the Town's Corporate Top Management.
Manager, IMS	Responsible for providing leadership to IMS section, managing IMS programs and supporting projects relating to Waterworks' business process improvement. Key responsibilities include quality control and assurance of water and wastewater systems infrastructure asset inventory; customer relations management; leading edge technology acquisition & maintenance; work, time & resource management; business intelligence; supporting the quality management system and championing the corporate, commission and departmental vision, mission and values.
IMS Analyst	Responsible for business/work process documentation, upkeep, and analysis; participates in the development, implementation and training on business improvement and quality assurance programs; assists in planning, evaluation, implementation and maintenance of WW information and process technology and upgrades; assuring integrity/security of data processing; monitoring & ensuring generation of scheduled preventive & corrective maintenance work orders; supporting the QMS Plan, Do, Check and Improve elements of the Drinking Water Quality Management Standard.
IMS Accounts & Claims Coordinator	Responsible for coordinating department's financial transactions, emergency/corrective and preventive maintenance, customer service support, supplier/utility contact and liaison. Key responsibilities include coordination of accounts payable and receivable; emergency/corrective and preventive maintenance; customer service support; contact and liaison work with utilities, material and service supplier; reporting insurance claims; co-administering Hansen IMS; supporting the Mobile Work Management System software & hardware, and barcoding labeling; administering the Granite CCTV application;

	supporting the QMS Plan, Do, Check and Improve elements of the Drinking Water Quality Management Standard (DWQMS); and providing back-up support to IMS staff as assigned.
Manager, Infrastructure	Responsible for the coordination and management of the Town's Waterworks Infrastructure Section and capital budget, programs and infrastructure condition assessment.
Infrastructure Project Engineer	Responsible for project management and field supervision of assigned water and wastewater capital and rehabilitation projects, and infrastructure replacement projects (such as valves, curb boxes, manhole tops, meters, etc.) within the Infrastructure Section of Markham Waterworks
Infrastructure Analyst Engineer	Responsible for the development and implementation of water and wastewater services renewal and financial plan; and development and annual update of short, medium and long term scheduled capital plan with complete project list and cost estimate.
Manager, Operations & Maintenance	Responsible for the coordination and management of the Town's Waterworks Operations & Maintenance Section, responsible for Operating budgets and programs.
Supervisor, Waterworks	Responsible for coordination and supervision of Water and Sewer operations. Acts as ORO as assigned.
Working Supervisor, Waterworks	Assists the Waterworks Supervisor(s) with the coordination and supervision of Waterworks staff and field operations. Provides on-the-job training to Water Operators as required for them to perform their duties
Operator, Waterworks	Operates the Town of Markham Water Distribution System and Wastewater Collection System in accordance with departmental policies, procedures and provincial regulations. Maintains Waterworks infrastructure and equipment. Provide customer service. Ensure regulatory compliance.
Manager, System Engineering	Responsible for the coordination and management of the Town's Waterworks System Engineering Section, water system analyses, water quality compliance reporting, records management & regulation review.
Water System Engineer	Responsible for the drinking water distribution system engineering analyses and development of strategies for the optimization of system performance, customer service as related to DMAs, flow and pressure.
Instrumentation Engineer	Responsible for the Waterworks system and related instrumentation, technological application, data collection and analyses and customer service as required from SCADA system.
Compliance Engineer	Responsible for ensuring compliance with the Town of Markham Water Use By-Law, Sewer Use By-Law and Backflow Prevention By-Law, customer service as related to By-Laws.
Water Quality Coordinator	Responsible for water quality compliance reporting and records management, customer service as related to water quality.
QMS Controller	Responsible for the management of all aspects of the QMS, obtaining and maintaining accreditation of Markham Waterworks as an Accredited Operating Authority, and maintaining compliance with the Municipal Drinking Water Licence Program.
Training Coordinator	Responsible for the coordination and management of the Town's Waterworks Training Section, Operators licence currency and staff competencies review.

These positions' respective roles and responsibilities are detailed in the position's Job Descriptions.

## 5.0 Associated SOPs

- SOP - Organizational Roles, Responsibilities & Authorities

## 6.0 References

- Element 9 – DWQMS
- Job Descriptions of positions identified in this System Level Document

## 7.0 Records

- Not Applicable

## 8.0 History of Changes

Revision	Date	Description	By
2.0	Jun. 23, 2009	Sections 4.0, 6.0	E. Wu