



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: UTILITY OPERATOR II
DEPARTMENT: PUBLIC WORKS UTILITIES
POSITION TYPE: UNION POSITION
PAY GRADE: PAY GRADE 10
LAST UPDATED: SEPTEMBER 2026 (under review)

NATURE AND SCOPE OF WORK

The Utility Operator II is a member of the Public Works leadership team, and reports to the Manager of Roads & Utilities, with functional supervision from the Supervisor of Utilities. The Utility Operator II serves as the senior field operator within the Utilities service area, providing technical expertise in the operation, maintenance, troubleshooting, and repair of the City's wastewater and stormwater infrastructure. The incumbent functionally directs, supervises, and actively contributes to the work of the team. The Utility Operator II is expected to identify and resolve complex operational issues, support the development of team members, and contribute to the continuous improvement of utility operations while ensuring critical infrastructure assets are maintained in a safe, reliable, and cost-effective manner.

As a member of the City of Colwood team and workplace community, and as a part of the Public Works leadership team, the incumbent is responsible for modelling, promoting, and ensuring adherence to all workplace policies and work procedures, and for demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

TYPICAL DUTIES AND RESPONSIBILITIES

- Works as a member of the Public Works leadership team.
- Ensures work is completed safely and in accordance with WorkSafeBC regulations and City policy.
- Purchases materials and equipment required for assigned work in accordance with the City's purchasing policy.
- Conducts and coordinates job hazard assessments and tailgate meetings.
- Support the training and development of the Utility Operator I by demonstrating work procedures and sharing technical knowledge.
- Assists in coordinating response to service interruptions, equipment failures, spills, flooding, severe weather, and other operational emergencies.
- Assist in the operation, maintenance and repair of the Wastewater Collection System, including mains, services, and sanitary lift stations.
- Monitors Wastewater Collection System performance through SCADA, identifying trends and diagnosing process issues.
- Assists in the operation, maintenance, and repair of storm drainage systems, including both open and closed systems.
- Coordinates the excavation, installation, and repair activities of underground utilities.



- Performs preventative maintenance activities, including inspections of sanitary and drainage infrastructure.
- Liaises with contractors and maintains positive working relationships.
- Liaises with homeowners to plan, coordinate, and prepare for connections to the municipal sanitary sewer system.
- Learns and applies GNSS surveying techniques to support municipal asset management, infrastructure construction, and the preparation of as-built drawings and records.
- Contributes to accurate record keeping of inspections and maintenance activities.
- Diagnoses and resolves mechanical issues affecting pump performance and reliability.
- Performs routine cleaning, and minor sanitary pump maintenance as required.
- Performs lift station safety inspections and takes necessary corrective action.
- Hauls materials, supplies, and/or equipment including loading and unloading.
- Responds to emergency callouts, as required, to ensure operational needs are met.
- Acts as a traffic control person and directs traffic as needed.
- Assists with snow and ice control, road maintenance, and other municipal operations as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles, methods, and practices used in the operation and maintenance of wastewater collection and storm drainage systems.
- Knowledge of underground utilities, installation methods, and safe excavation practices.
- Working knowledge of mechanical and electrical operations related to sanitary lift stations and sanitary pumps.
- Ability to read and interpret maps, plans, and technical documents.
- Sufficient physical strength, stamina, and coordination to permit performance of manual work in all types of weather.
- Ability to safely perform work involving underground utilities and excavations.
- Knowledge of applicable safety regulations and procedures, including trenching, confined space entry, and traffic control.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain effective working relationships with supervisors, employees, contractors, and members of the public.
- Ability and willingness to participate in the standby rotation as required.
- Knowledge of WorkSafeBC regulations and City of Colwood Safe Work Procedures applicable to Public Works.
- Demonstrated proficiency in the core competencies of:
 - Adaptability: Willingness to be flexible in a changing environment.
 - Relationship Building: Establish and maintain respectful and cooperative working relationships.
 - Effective communication: Communicate effectively with others.
 - Problem Solving: Recognize and act to resolve problems.
 - Organization: Organize the work so that others will understand and will be able to achieve the City's goals as communicated by senior staff.
 - Customer Focus: Provide excellent service to both internal and external customers.



MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Minimum three (3) years experience directly related to the work to be performed.
- A minimum of one (1) year of experience providing functional supervision in a related operational environment.
- Experience in the operation and maintenance of Sanitary Lift Stations.
- Experience with construction and maintenance practices related to sanitary and drainage networks.
- Experience working around various pieces of mobile construction equipment.
- Experience working in and around underground excavations.
- Experience working under confined space entry procedures and protocols.

- Snow plowing/clearing experience is an asset.
- Experience operating light to heavy machinery is an asset.
- Heavy Trailer Endorsement or Class 3 License is an asset.
- Cross Connection Control certification/training is an asset.
- Utility Locator Specialist Training is an asset.

**An equivalent combination of education/training and experience may be considered.*

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

1. Completion of Grade 12 or equivalent.
2. Possession of a valid BC Class 5 Driver's Licence with air brake endorsement.
3. EOCP Wastewater Collection Level II certification.
4. Confined Space Entry certification.
5. Fall Protection training compliant with WorkSafeBC requirements.
6. Possession of a valid Traffic Control Person (TCP) Certificate.

Working Conditions / Job Environment

Work is performed primarily in field environments and involves exposure to varying weather conditions, construction sites, traffic, confined spaces, and underground utilities infrastructure such as *wastewater systems*. The incumbent must have sufficient health, physical condition, strength, stamina, and coordination to perform all duties safely.

Variation in hours of work may be required, including evenings and weekends for standby, emergency response, and call-out work.