

Ministry

Environment and Protected Areas

Position

Position ID

Position Name (200 character maximum)

Water and Wastewater Operator Certification Coordinator

Current Class

Program Services 3

Job Focus

Operations/Program	Time	Cost	Notes
1. Initial Setup	10 minutes	\$50.00	Includes equipment calibration and safety briefing.
2. Data Collection	30 minutes	\$150.00	Depends on the complexity of the experiment.
3. Data Analysis	20 minutes	\$100.00	Includes software licensing and expert consultation.
4. Reporting	15 minutes	\$75.00	Includes report writing and presentation preparation.
5. Cleanup	10 minutes	\$50.00	Includes equipment maintenance and waste disposal.
Total	85 minutes	\$425.00	

Supervisory Level

00 -No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

0

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Water and Waste Sustainability Branch

XXXXXXXXXXXXXXXXXXXXXXXX

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Program Services 4

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-09-22

Responsibilities Added:

Administrative updates only, due to organizational changes.

Responsibilities Removed:

None

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Team Lead and Director of the Water and Wastewater section, the coordinator is responsible for overseeing the administrative and operational day-to-day functions of the Water and Wastewater Operator Certification Program (WWOCP). Under the guidance of the Team Lead the coordinator implements continuous improvements to the program to reflect evolving standards and regulatory requirements.

Drinking water and municipal wastewater systems are regulated by Environment and Protected Areas (EPA) under the *Environmental Enhancement and Protection Act (EPEA)*. The Act requires that operators of these facilities be certified by EPA. The WWOCP within EPA is responsible to deliver that certification program. The certification coordinator works to ensure the integrity and effectiveness of the certification program. The certification program serves to ensure the safety of drinking water and environmental protection.

Responsibilities

- I. Deliver implementation of Alberta's Water and Wastewater Operator Certification Program (WWOCP).
 - I. Ensure water and wastewater operator data in the operator management solution is accurately maintained to support water and wastewater operators and facility compliance with the Act.
 - II. Manage, review and process routine operator certification applications, requests and information updates for completeness and adherence to program guidelines and requirements. Communicate deficiencies to applicants.
 - III. Communicate with operators, facility owners, supervisors, and water/wastewater stakeholders concerning the requirements of the operator certification program and supports facilities/ systems in meeting and maintaining compliance as per the Act.
 - IV. Correspond with operator technical training associations to ensure accurate and consistent presentation of certification information to EPA.
 - V. Assess and respond to operator requests for Continuing Education Credits (CEUs) credits for technical training courses.
 - VI. Act as a point of contact and decision maker in the absence of the Team Lead.
- II. Support policy and program review, maintenance, and changes to ensure operator certification framework remains effective.
 - I. Contribute to continuous improvement in business processes to enhance accessibility and usability for operators and water and wastewater facility/system management.
 - II. Engage with water and wastewater facilities/system management to ensure the certification application system is meeting their needs and identify opportunities for enhancement.
 - III. Provide guidance to EPA staff (Municipal Approvals Coordinators, Environmental Protection Officers) and to external parties (operators, facility/system managers) on interpretation and application of existing and new program policies and procedures.
 - IV. Develop new program elements or amend program elements as needed, including drafting of recommendation and options for decision makers.
- III. Support the Water and Wastewater Operator Certification Advisory Committee (WWOCAC) to deliver its mandate.
 - I. Support the preparation of materials for the Water and Wastewater Operator Certification Advisory Committee (WWOCAC).
 - II. Participate in WWOCAC meetings and discussions, as appropriate.

III. Research issues as required for the committee, as needed.

IV. Manage contracts and provide financial oversight of the program.

I. Manage all aspects of contracts required for the certification program, as required.

II. Provide monthly financial reconciliation of the operator certification fees.

V. Support or lead other initiatives/priorities of the program, branch, division, department, and Government of Alberta, as required.

I. Draft responses, prepare briefings and provide presentations related to the WWOCP and drinking water/wastewater programs, policies, and issues, as required.

II. Support other projects in the GOA, as needed.

Problem Solving

Typical problems solved:

The Water and Wastewater Certification Program Coordinator position is part of a team that supports municipalities and certified drinking water and wastewater operators. The coordinator ensures that the program is delivered in accordance with Alberta's drinking water and wastewater regulations, while also driving progress toward the program's strategic goals. The scope of duties ranges from activities that are procedural, routine and day-to-day to those that are non-procedural and require independent thinking and problem solving. The coordinator must be able to interpret various operator application files and provide sound advice that will ensure ongoing compliance with the Act.

The position requires a high level of analytical thinking, engagement, and adaptability to ensure the ongoing integrity of the program.

This position operates within a provincial program and is responsible for interpreting and responding to evolving policies and procedures. The role guides the implementation of these changes across relevant operations, ensuring alignment with legislative frameworks and organizational objectives.

Types of guidance available for problem solving:

To address certification challenges and support effective problem solving, the coordinator will rely on the Guidelines for Water and Wastewater Operator Certification Program as a primary reference. In addition, they will seek direction from the Certification Team Lead and collaborate with subject matter experts, including Drinking Water Operations Specialists, the Municipal Drinking Water Specialist, and the Municipal Wastewater Specialist, to ensure informed and consistent decision-making.

Direct or indirect impacts of decisions:

The program coordinator plays a critical role in the development, implementation, and continuous improvement of the certification program. To ensure alignment with program guidelines, policies and the Act, the incumbent actively seeks guidance from EPA staff, including Drinking Water Operations, Municipal Drinking Water and Municipal Wastewater/Specialists, and input from external stakeholders including operators, facility/system managers and Supervisors. The decisions made by the coordinator directly influence operator compliance with the Act and may potentially impact public safety and environmental protection.

Effective problem solving in this role is supported by strong skills in administration, ability to analyze information and trends, coordination of internal and external communications, and optimization of database systems. The coordinator influences how operator information is stored, accessed, and shared. Sound judgment, along with the ability to research and interpret complex information, is essential in supporting and promoting water and wastewater facility/system compliance.

Key Relationships

Major stakeholders and purpose of interactions:

This position involves daily interaction with water and wastewater facility operators through various channels including the operator portal, phone, email, and meetings. It requires ongoing communication with facility supervisors and managers to support operational needs and ensure compliance with program and provincial requirements. The role also includes coordination with Government of Alberta (GOA) staff to consistently

interpret, clarify, and apply program-related information across the sector. Additionally, it entails periodic consultation with GOA management and executive to ensure the certification program aligns with legislative requirements and maintains regulatory integrity.

Collaboration is key. The role works closely with the Municipal Water and Wastewater Program Specialists to develop and implement required business practices and operational processes.

Additionally, the position supports interactions with the ministerially appointed Water and Wastewater Operation Certification Advisory Committee, serving as an occasional advisor and research analyst to inform strategic decisions and maintain program integrity.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Business	Other (environmental)	
If other, specify: or water/wastewater or other field.			

Job-specific experience, technical competencies, certification and/or training:

- This position requires a minimum of a two-year Business Diploma or an equivalent combination of education and relevant experience.
- Knowledge of applicable legislation and regulations dealing with operator certification, and of the operator certification program itself.
- A basic understanding of water and wastewater facility/system operator requirements, functionalities and complexities
- A strong foundation in Records and Information Management is essential. Ability to exercise judgement in dealing with matters of sensitive and confidential nature.
- Familiarity with project management principles is important to support the coordination and execution of program initiatives.
- Strong communication skills are critical for engaging with a wide range of stakeholders, including internal teams, municipal partners, and government officials including strong public speaking and presentation skills, with the ability to communicate complex information clearly and confidently to diverse audiences (students, operators, supervisors, managers, directors and ministers).
- Well-developed administrative, communication, leadership and organizational skills including accuracy/ paying attention to detail and the ability to prioritize work.
- Ability to work cooperatively with others in a team setting as well as function independently when needed.
- Working knowledge of contracts, tenders, and grant processes, including associated procedures and regulatory requirements.
- Information and technology (IT) skills to assist operators, supervisors and training providers in use on operator portal.
- Proficient computer skills required, including experience with Microsoft Outlook, PowerPoint, and other standard office software to support communication, reporting, and presentation tasks.

Behavioral Competencies

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	Develop strategic processes and policies to support municipalities in attracting qualified operators and ensuring long-term workforce sustainability.
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	Actively attend, present, and engage in industry-related conferences and meetings, building meaningful professional relationships
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>Provide respectful feedback that focuses on outcomes.</p> <p>Listen attentively and ask clarifying questions to ensure full understanding</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	Establish measurable goals that directly support program mandate
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Considers inter-relationships and emerging trends to attain	Analyze and optimize the key components of water and wastewater operator

		goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	certification best practices, operator certification frameworks, and water and wastewater systems—including operators, system classifications and regulatory requirements
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	Date yyyy-mm-dd	Employee Signature
	Date yyyy-mm-dd	Supervisor / Manager Signature
	Date yyyy-mm-dd	Director / Executive Director Signature
	Date yyyy-mm-dd	ADM Signature
	Date yyyy-mm-dd	DM Signature