

HR Associates operates the Ontario Water Wastewater Certification Office (OWWCO) which provides administrative and evaluation services to assist the Ontario Ministry of the Environment, Conservation and Parks with the certification and licensing of water and wastewater operators; classification of water and wastewater facilities; and the review of operator training courses.

## Program Supervisor (Licensing and Certification)

We are seeking a Program Supervisor to lead operations, supervise staff and to work collaboratively with our client to meet the objectives of the program. Reporting to the General Manager, this position will:

- oversee daily operations including the timely processing of applications and the administration of exams;
- monitor timelines, outcomes, and quality to ensure that contractual requirements are met;
- oversee staff and provide support, training and coaching to ensure effective operations;
- resolve and troubleshoot operational and customer issues;
- produce a variety of financial and operational reports and management information;
- ensure compliance with policies, guidelines and regulations including Ont. Reg. 128/04 and 129/04 and those related to privacy, accessibility and human resources;
- liaise with the client to discuss operations, new requirements and resolve issues; and,
- participate in and/or lead projects to continually improve operations.

The ideal candidate will have a post secondary education in a related field and a background in certification, licensing, environmental sciences or water operations. Other important requirements include analytical skills to understand and interpret legislation, policies and contractual language; strong oral and written communication skills to liaise with customers and industry stakeholders; organizational and leadership skills to plan and assign work; and, advanced computer skills to work with CRM systems, cloud-based applications, spreadsheets and productivity software and hardware.

### How to Apply

To apply, please forward your resume and cover letter to [supervisor@owwco.ca](mailto:supervisor@owwco.ca) by Tuesday, December 7, 2021. If you have questions, please contact Luciana Da Silva at 416-237-1500 x266. For more information about OWWCO please visit <https://www.owwco.ca>.

### **Important Note:**

**Due to operational requirements this position works 100% onsite at our Etobicoke office.**

*We thank all applicants for their interest, however, only those selected for further consideration will be contacted.*

# OWWCO