



## Quality and Performance Analyst

### The Opportunity

The Town of Grimsby is committed to building a future that welcomes innovative new ideas while protecting and preserving its distinct heritage. It is a place where leaders are committed to sustainability and honouring Grimsby's treasured natural setting. Grimsby has become a sought-after community where residents enjoy waterfront living, historic neighbourhoods, active living, and world class natural amenities. It is conveniently located in the Greater Toronto and Hamilton Area (GTHA) in a region that is home to Niagara wineries, agriculture, cuisine, and internationally recognized attractions.

### The Portfolio

Reporting to the Manager of Operations and Compliance and taking direction from the Environmental Health and Safety Compliance Advisor, the Quality and Performance Analyst will support and facilitate the implementation of the various programs, plans, policies, procedures, and systems related to the Towns regulatory compliance requirements. This position is responsible for data management, analysis and reporting of divisional data for various programs and continuous improvement activities. The position will support legislative compliance within the Public Works department and the organization. The position also provides technical and operational support to ensure Town operations comply with appropriate legislation, regulations, best management practices, and quality standards.

### The Candidate

As the candidate for this position, you have achieved a diploma in Engineering, Environmental Technology, Quality Management or a related field. You are a Certified Engineering Technologist (C.E.T), Certified Technician (C.Tech), or Environmental Technologist. You have three (3) years of experience in quality assurance, performance monitoring, or compliance, preferably in a municipal setting; have additional experience in Health & Safety and administering OHSA guidelines. Any additional certifications such as ISO 9001 Quality Management, or Certified Quality Technician (CQT) are considered as an asset.

### Working for the Town of Grimsby

The Town of Grimsby offers candidates for this position a competitive employment package that includes a salary range between **\$68,261 and \$83,050** and a comprehensive benefits plan.

The Town of Grimsby is a progressive employer committed to supporting employees' work-life balance while also fulfilling business goals and providing a high-performance work environment. The Town also supports the health and wellness of our employees; a commitment that is demonstrated through free access to Town recreation facilities for employees and flexible working arrangements.

If you are excited by this opportunity, we are excited to hear from you! We invite you to submit your application to [hr@grimsby.ca](mailto:hr@grimsby.ca) by **November 12, 2024, at 4:30 PM**. Please quote the posting number in the subject line.

A full job description can be found below or visit [www.grimsby.ca](http://www.grimsby.ca) under “Career Opportunities”.

### **Posting #: 68-2024**

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

*Consistent with our values and corporate culture, the Town of Grimsby is an equal opportunity employer committed to providing an inclusive, barrier-free recruitment and selection experience, and work environment. The Town of Grimsby will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process up to the point of undue hardship. If you require accommodations, please contact Human Resources ([hr@grimsby.ca](mailto:hr@grimsby.ca)) to make appropriate arrangements.*

*The Town of Grimsby may use AI (Artificial Intelligence) in the recruitment process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.*

*Be advised that the Town of Grimsby's Human Resources department frequently audits resumes of internal and external applicants to validate the accuracy and trustworthiness of information provided. Falsification of information provided at any time throughout the recruitment process may result in disqualification. Internal applicants may be subject to discipline up to and including termination.*



## **JOB POSTING**

# **Quality and Performance Analyst**

Public Works Operations

### **1. Compliance Systems and Quality Control (65%)**

- 1.1 Maintains department-specific and corporate compliance and quality management programs including, but not necessarily limited to the following:
  - a) Drinking Water Quality Management System.
  - b) Roads Quality Management System.
  - c) Wastewater Quality Management System.
  - d) Occupational Health and Safety Program and associated sub-programs.
  - e) Facility Fire Safety Program.
  - f) CLI-ECA programs for Storm Water and Sanitary systems.
  - g) CVOR, fleet management and driver's license program.
- 1.2 Coordinate and participate in audits and inspections with auditors and regulators, as applicable to Town Operations.
- 1.3 Prepare reports and review and interpret technical information and legislation.
- 1.4 Supports Municipal Drinking Water License (MDWL), Drinking Water Works Permit (DWWP), and Consolidated Linear Infrastructure Environmental Compliance Approval (CLI-ECA) implementation, compliance and renewals.
- 1.5 Track operations staff licenses, certifications, and training hours. Completes renewals and upgrade applications and schedules and provides training.
- 1.6 Supports the creation, implementation, and auditing of programs, plans, policies, procedures, and systems necessary to comply with all federal, provincial, and municipal legislative requirements.
- 1.7 Coordinate and assist in ensuring compliance and conformance to best management practices, policy/procedures, and operational requirements within operations including, but not limited to the requirements within the MDWL, DWWP, and CLI ECA's, CVOR, and O. Reg 239/02 Maintenance Standards.
- 1.8 Oversee and administer records management necessary for compliance with MECP, MTO and MOH regulations and standards.
- 1.9 Responsible for creating and monitoring deficiency reports for distribution to staff, as well as marking and filing completed repairs for compliance reporting.
- 1.10 Responsible for coordination, review, and assessment of all Public Works employees daily and weekly paperwork as is required under the Highway Traffic Act, and Town policies to ensure that drivers and the Corporation are in line with regulatory requirements including:
  - a) Vehicle circle checks.
  - b) Driving hours in service logs.
  - c) Vehicle mileage.
  - d) Winter log and activity sheets during winter maintenance operations.
  - e) Sand and salt usage summaries.
- 1.11 Provide technical, administrative, and analytical expertise to support operations.
- 1.12 Provides backup coverage in the absence of the EHS Compliance Advisor and acts as Alternate Quality Management System (QMS) Representative as required.

## 2. Health and Safety (25%)

- 2.1 Organize and perform Health and Safety inspections, site inspections and investigations in line with internal policies and practices as well as OHSA guidelines.
- 2.2 Reporting of spills, abnormal operating conditions, and adverse conditions including the coordination of information to SAC, MECP and MOH as required. Ensure related supporting documentation is accurate and regulatory response deadlines are met.
- 2.3 Implement and maintain education and outreach programs related to the municipality's respective divisions.
- 2.4 Assist with WSIB claim management.
- 2.5 Tracks and reports on Health and Safety data, including, injury, incident and accident reporting, lost time, and worksite inspections.
- 2.6 Review and monitor Contractor Health and Safety Programs and compliance with applicable regulations.

## 3. Administration (10%)

- 3.1 Reviews, tracks, controls, and maintains appropriate program-related records in accordance with applicable legislation, policies, procedures and standards.
- 3.2 Prepare summary reports, standardized reporting, etc. that may be required to maintain compliance with legislation.

## 4. Other

- 4.1 Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Town by-laws, policies, procedures and guidelines.
- 4.2 Other related duties, as assigned.
- 4.3 Perform assigned work in the cemetery and acquire knowledge of maintenance and burial procedures.
- 4.4 The incumbent may be required to use their personal vehicle to travel to Town facilities, meetings, events etc.
- 4.5 The incumbent must maintain the ability to travel in a timely manner to Town facilities, other offices, work locations or sites as authorized by the Corporation for business reasons.

### **The successful candidate will possess the following:**

#### **Education**

- Degree or diploma in Engineering, Environmental Technology, Quality Management or a related field.

#### **License, Registration and Training**

- Certification as a Certified Engineering Technologist (C.E.T), Certified Technician (C. Tech), Environmental Technologist (EMT) or an equivalent professional designation.
- Additional certifications such as ISO 9001 Quality Management, or Certified Quality Technician (CQT) are considered an asset.
- Valid and unrestricted Ontario Class "G" Driver's License with access to a reliable vehicle for travel throughout the Town of Grimsby.

**Experience**

- Three (3) years of experience in quality assurance, performance monitoring, or compliance, preferably within a municipal environment.
- Working experience in health and safety and administering OHSA guidelines.

**Knowledge/Skills/Abilities**

- Strong knowledge of Quality Management Systems (QMS), particularly those aligned with related industry standards.
- Proficient in applying statistical process control (SPC) and using quality control tools for data-driven decision-making.
- Knowledge of OHSA and WIS Management.
- Excellent interpersonal skills, ability to work independently, project/time/records management, organizational, analytical, research, and presentation skills, with the ability to communicate effectively, professionally, and courteously with all levels of staff, elected officials, contractors, and the public.
- Knowledge of industry regulations, legislation, guidelines, standards, procedures, and inspections related to municipal operations in a compliance capacity.
- Computer literate and ability to use various software applications including Microsoft applications.
- High degree of analytical skills in assessing and determining job and task requirements.
- Able to prioritize and work with anticipated deadlines.
- Working knowledge of the Occupational Health & Safety Act.
- Demonstrate ethical conduct, political sensitivity, discretion, integrity, and reliability.
- Listen, engage and interact skillfully and professionally with stakeholders and the public.

A combination of education, training, and experience may be considered.