



IDENTIFICATION

Department	Position Title	
Infrastructure	Operations Officer	
Position Number	Community	Division/Region
33-3397	Inuvik	Fuel Services Division

PURPOSE OF THE POSITION

The Operations Officer has responsibility for all aspects of the Fuel Services Division (FSD) fuel storage, dispensing, and delivery operations in the Inuvik Region. The incumbent manages regional community contractor relationships, with particular focus on customer service, inventory control and business administration performance; arranges maintenance for regional FSD fuel storage, dispensing and delivery assets; advises the Coordinator, Fuel Operations regarding inventory and inventory requirements; and, obtains samples and performs tests to determine the quality of petroleum products.

SCOPE

Reporting to the Manager, Fuel Services while working in close liaison with the Coordinator, Fuel Operations for program delivery, this position is located in Inuvik and is responsible to account for quantities of fuel received, stored and distributed in the Inuvik Region. The Inuvik Region of FSD comprises the entire northern half of the Northwest Territories (11 communities). The incumbent will regularly travel to the 11 communities to perform tasks with the primary responsibility being the Beaufort Delta Sub-Region (Fort McPherson, Tsiigehtchic, Inuvik, Tuktoyaktuk, Sachs Harbour, Ulukhaktok, and Paulatuk). The incumbent will also be called upon to travel to and perform operational activities in other regions of the Northwest Territories, as requirements dictate. The incumbent works closely with the Senior Operations Officer, Inuvik Region, and works with minimal supervision as the majority of work is carried out in remote locations.

The Department of Infrastructure (INF) is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the operation and maintenance of public buildings and transportation infrastructure and systems, project management, facilities planning, design and technical support services, environmental



assessment and remediation, property management, information technology, information management, disposal of surplus property and goods motor vehicle and mechanical/electrical regulatory services and fleet management.

INF also carries the responsibility for strategic planning for the Government of the Northwest Territories' (GNWT) long term investment in the development of public transportation and energy production and distribution systems for the Northwest Territories, as well as the continuity of Marine Transportation Services (MTS) for the transportation of fuel and dry goods to northern destinations.

FSD provides an essential service and administers the Petroleum Products Program for the GNWT. FSD is responsible for managing the purchase, transportation and storage of bulk petroleum products for 16 NWT communities that are not serviced by the private sector, the maintenance and replacement of fuel storage facilities, management of regulatory and environmental requirements, and quality assurance. Fuel is transported to the communities via tug and barge by MTS, and by commercial haulers via all-season road and winter road, where FSD offloads it into its fuel storage facilities. Local contractors sell and distribute these petroleum products to residents and businesses in their communities under contracts managed by FSD.

FSD also manages the purchase, transportation and storage of diesel fuel in 21 communities on behalf of the Northwest Territories Power Corporation (NTPC), and the inventory management of fuel and safe operation and maintenance of the fuel storage facilities at NTPC power plants.

Failure to maintain sufficient quantities or quality of fuel or proper maintenance of the fuel storage facilities and equipment in a community may leave that community without power or heat and create risk to the environment, community infrastructure and the ability of third parties to provide essential services such as schools, health centers and community power production.

The Petroleum Products Program operates through a revolving fund with the responsibility to recover all operating and management expenses through its fuel prices and sales.

RESPONSIBILITIES

1. Conducts FSD fuel resupply program delivery to maintain a sufficient quantity of fuel for communities and clients within Inuvik Region.

- Participates in determining annual petroleum products requirement (not less than 16 million litres) for the Inuvik Region;
- Inspects or arranges inspection of storage facilities and equipment used to receive and dispense product;



- Samples and performs field fuel quality assurance tests fuel prior to discharge and receipt of product;
- Supervises and assists with the community resupply of products in an efficient, effective and environmentally safe manner;
- Completes annual resupply activities reporting.

2. Executes the FSD Fuel Quality Assurance Program to maintain a satisfactory quality of fuel for communities and clients within the Inuvik Region:

- Collects samples of products in GNWT and NTPC fuel storage facilities;
- Coordinates the time sensitive shipping and handling of fuel samples and other dangerous goods while ensuring that the *Transportation of Dangerous Goods (TDG) Act* and regulations as well as International Air Transport Association (IATA) regulations are followed;
- Monitors and verifies that all aviation fuel logs are maintained;
- Investigates user complaints regarding quality of products;
- Investigates cause of non-conforming petroleum products and recommends corrective action;
- Performs recurring fuel quality assurance training programs for community contractors within the Inuvik Region;
- Make recommendations to the Coordinator, Fuel Services regarding fuel product deficiencies based on fuel quality assurance standards and Canadian General Standards Board (CGSB) specifications;
- Maintains the FSD fuel quality assurance records filing system for Inuvik Region;
- Maintains adequate supplies of fuel quality assurance equipment and supplies.

3. Monitors the performance of community contractors and supervises the reconciliation of fuel product retail sales and inventory levels in the Inuvik Region.

- Assists with the preparation of public tenders and Requests For Proposals (RFP) for community contractors to provide fuel sales, dispensing and delivery services;
- Solicits interest within the business community to provide responses to GNWT public tenders and RFPs for fuel sales, dispensing and delivery services;
- Participates in the selection of community contractors based on the proposal and selection process;
- Assists community contractors in establishing a fuel delivery system and supports the community contractor to maintain ongoing quality fuel dispensing and delivery services in the community;
- Oversees that community contractors conduct month-end cut-off, inventory assessment, receipt of payments, balancing of accounts and the reporting of this information accurately and on schedule;
- Supports the community contractor inventory management performance;



- Monitors fuel sales and inventory, reconciles physical inventory against sales, investigates and reports on inventory variances;
- Follows up on any inventory variances, discrepancies and initiates corrective action;
- Reviews and approves tank gauge reports;
- Conducts year-end inventory cut-offs;
- Measures the performance of community contractors in terms of customer service, administrative, financial and operational against the terms of the contract, regulatory requirements and industry standards;
- Oversees that community contractors provide quality customer service to the customer base in the community and investigates customer complaints and initiates corrective action, as required;
- Resolves customer delivery problems by monitoring community contractors automatic fill performance, prescribing corrective action where needed;
- Writes quarterly performance reports on community contractors;
- Recommends cancellation or amendment of contracts, if necessary.

4. Oversees the Health, Safety and Environmental Protection (HSE) performance of community contractors in the Inuvik Region.

- Keeps current on HSE-related policies and initiatives;
- Oversees the HSE protection and emergency response practices of community contractors;
- Identifies any HSE non-compliant practices to community contractors, prescribes and monitor corrective action, and provides notices of default to the community contractors, as and if required;
- Verifies that community contractors maintain appropriate inventories of fuel spill clean-up materials;
- Verifies community contractors and staff understand the fuel spill reporting and clean-up procedures;
- Oversees that any spills related to FSD operations are responded to promptly and cleaned up to the satisfaction of the regulatory authorities responsible.
- Responsible for filing accurate and timely spill reports with the appropriate authority(s);
- Investigates to determine cause of any spills and/or initiates corrective measures.

5. Trains community contractors in areas of reporting, inventory control, fuel dispensing and delivery operations to maintain acceptable operational and reporting standards.

- Evaluates operational requirements and identifies training needs of community contractors and develops training materials to address those needs;
- Travels to communities to deliver training;
- Delivers training to community contractors to perform duties safely and efficiently;



- Monitors the effectiveness of training;
- Follows up with community contractors on any additional training needs.

6. Monitors and maintains the Inuvik Region operations, maintenance and spare equipment.

- Inspects tank farms, fuel delivery vehicles, auxiliary equipment and aviation fueling facilities to determine that government property is maintained in accordance with GNWT and industry standards;
- Receives and reviews monthly status condition reports of FSD and GNWT tank farm facilities provided by community contractors and prioritizes any maintenance identified;
- Coordinates maintenance activities using the Department's Computerized Maintenance Management System (CMMS) to produce, manage or complete work orders on an as-required basis;
- Controls and accounts the supply and inventory of spare hardware, sampling materials, forms and fuel spill emergency response equipment and supplies in FSD facilities within the Inuvik Region;
- Coordinates the movement of equipment resources as required within the region;
- Arranges periodic testing and recalibration of petroleum meters;
- Takes appropriate action to correct maintenance concerns of a minor nature.

WORKING CONDITIONS

Physical Demands

Contractor training (occasional), bulk fuel resupply (about twice per month), fuel storage tanks inspections - climbing fuel tanks and trucks (about twice per month) - 4 hours duration.

Environmental Conditions

- Handling highly volatile fuel products – 4 hours per month;
- Monitoring product quality to maintain public safety – 4 hours per month;
- Working in inclement weather wind, rain and snowstorms, and extreme low temperatures – 4 hours per month;
- Environmental remediation inspections - 2 to 3 times per month/6 months per year for 6-8 hours;
- Incumbent may experience risks of exposure to fumes and lead paint.

Sensory Demands

- Bulk fuel storage inspections - use of sight, hearing, touch and smell to determine the quality and quantity of products, tank farms and storage facilities – 2 hours per month;



- Testing and monitoring quality of products - use of sight and touch in handling (testing) of fuel products - about 4 hours every other month;
- Must be observant when working in isolated areas and utilize sight, sound and smell to discern wildlife and fire threats.

Mental Demands

Incumbent will experience time away from home, with an estimated frequency of about 10 times per year and duration of 3-21 days per trip to any of the 16 communities FSD serves, and the 21 communities FSD provides service to NTPC, for inspections and audit purposes. Travel may be by small aircraft and helicopters to remote locations that are often hampered by poor weather conditions and limited availability of aircraft. Additionally, there is limited ability to take leave before and during the summer and winter resupply programs.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of regulatory requirements governing handling of fuel;
- Knowledge of northern resupply processes used to facilitate product delivery;
- Knowledge of product quality control requirements and fuel specifications, specific to the northern environment;
- Knowledge of fuel handling and fuel quality control procedures;
- Knowledge of fuel spill prevention and emergency response procedures;
- Ability to work effectively in a cross-cultural environment;
- Computer literate, with proficiency in word processing, spreadsheet and email programs;
- Well-developed analytical and problem-solving skills and proven decision-making skills;
- Ability to communicate effectively through oral and written English language and ability to exchange information for lay and professional or technical audiences and others;
- Ability to plan and deliver training programs and provide workplace coaching;
- Well-developed mechanical aptitude coupled with technical training relating to fuel storage, dispensing and delivery operations;
- Experience in procurement, contract administration and basic finance would be considered assets;
- Large volume/high speed resupply pump operation qualifications would be an asset;
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Grade 12 and 3 years' experience in fuel handling operations in a northern environment.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

- Minimum Class 3 drivers' license with air brake endorsement.
- Knowledge of the *Transportation of Dangerous Goods Act* and regulations and/or ability to complete training and earn certificate within three months of start.
- Knowledge of aircraft refueling procedures and/or ability to complete training and earn certificate within 3 months of start.

Position Security (check one)

- ☒ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred