



Job Title: Operations & Administrative Assistant

Salary: \$55,000 – \$65,000 per year (based on experience)

Schedule: Full-time position, 40 hours per week, Monday to Friday during daytime hours. Schedule may vary during peak season.

Reports To: Operations Director / Owner

Location: Hawkesbury Head Office

About HydroCam

HydroCam is a well-established infrastructure services company specializing in CCTV inspection, sewer flushing, hydrovac excavation, and utility support services.

We work with municipalities, contractors, utilities, and industrial clients across Eastern Ontario and Western Quebec. HydroCam is known for its strong safety culture, professional crews, and reliable, well-maintained equipment.

Position Summary

The Operations & Administrative Assistant supports day-to-day operations through dispatch coordination, administrative management, scheduling, client communication, and general office organization.

The goal of this role is to keep operational workflows organized and efficient, allowing the Operations Director to focus on higher-level priorities such as sales, client relations, bidding, and operational strategy.

Key Responsibilities

1. Communication & Phone Management

- Answer incoming calls in a professional and courteous manner.
- Direct calls to the appropriate team member.
- Take accurate messages and ensure timely follow-up.
- Provide basic information to clients regarding services, scheduling, and general inquiries.

2. Work Orders & Job Documentation

Create and maintain complete Work Orders (WO), including:

- Client details

- Job scope and service requirements
- Site access instructions
- PPE and safety requirements
- Disposal instructions
- Start times and site contacts
- Ensure operators receive **complete and accurate job packages** before dispatch.

3. Scheduling & Dispatch Support

- Prepare the **daily draft schedule** for hydrovac, CCTV, and combo units.
- Confirm operator availability and job priorities.
- Update the dispatch board throughout the day as schedules change.
- Assist with communicating job details and start times to field crews.

4. Administrative & Calendar Management

- Manage and maintain the **Operations Director's calendar**.
- Schedule internal and external meetings.
- Send reminders and prepare simple meeting agendas when required.
- Organize digital and physical documentation (work orders, dump tickets, photos, logs, etc.).
- Prepare and issue invoices for Time & Material (T&M) jobs.

5. General Office Coordination

- Assist with ordering office supplies and maintaining appropriate stock levels.
- Maintain organized filing systems for clients, employees, and job documentation.
- Prepare internal forms, documents, and communications as required.

6. Payroll & Hours Administration

- Collect daily hours, travel time, per diem records, work orders, and dump slips from operators.
- Review hours for completeness and accuracy.
- Match hours worked with payroll records.
- Prepare a payroll summary for final review and approval by the Operations Director.
- Verify and approve employees' daily worked hours by ensuring alignment between work orders and billed hours.

7. Meetings, Client Outreach & Sales Support

- Reach out to potential clients to introduce HydroCam's services.
- Schedule meetings, calls, or site visits for the Operations Director.

- Assist with outbound communication (email, phone calls, and follow-ups).
- Maintain a simple log or CRM record of client contacts and meetings.

Qualifications & Skills

- Strong communication skills (phone, email, and client interaction).
- Highly organized with the ability to manage multiple priorities.
- Experience in **construction, hydrovac, civil infrastructure, or service industries** is considered an asset.
- Proficiency in **Microsoft Office (Outlook, Excel, Word, Teams)**.
- Ability to adapt quickly to changing schedules and dispatch needs.
- Strong attention to detail when managing paperwork and timesheets.
- Professional and positive attitude with both clients and team members.
- French and English (spoken and written) required.

Work Environment

- Office-based position supporting field operations.
- Fast-paced environment with frequent scheduling adjustments.
- Daily interaction with operators, clients, and management.

Compensation & Benefits

- Competitive salary based on experience
- Statutory holidays in accordance with Ontario regulations
- Group benefits and pension plan available following the probation period
- **Opportunities for professional growth and advancement within HydroCam**

Application Instructions

Qualified candidates are encouraged to submit their **resume and cover letter** outlining relevant experience to: **hr@hydrocam.ca**