

FAQs for Operators

Questions	Answers
<p>Who can use the Operator Workforce Matching Portal?</p>	<p>All certified and licensed operators can register for the Operator Workforce Matching Portal to support water system owners and operating authorities seeking staffing resources.</p> <p>By registering, your profile will be searchable to system owners by your region, availability and certificate class and type. This will allow system owners to directly contact you with potential employment opportunities.</p>
<p>Why is my account not active?</p>	<p>This is likely because the Ontario Water Wastewater Certification Office (OWWCO) is currently validating your certification and licensing information. If additional information is required, OWWCO staff will contact you directly.</p> <p>You can contact the Ontario Water Wastewater Certification Office (OWWCO) at 1-877-231-2122 or through their website at https://owwco.ca/contact/ for further details.</p>
<p>I registered for the portal and my profile was validated. Why is it now deactivated?</p>	<p>Your account is likely deactivated because all your certificates and licences included on your profile have expired.</p> <p>The amended emergency order for drinking water and sewage works phased out provisions that temporarily allowed employment of operators with expired certificates/licences. As a result, accounts without a valid certificate or licence are no longer eligible and have been deactivated.</p> <p>If this does not apply to you, please contact the Ontario Water Wastewater Certification Office (OWWCO) at 1-877-</p>

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What happens if I'm not available to work for a while?	Once you have a profile in the system, you can turn your availability on and off. If your availability is turned off, your profile will not be searchable by system owners. When you become available again, you can switch it back on.
I indicated that I'd be available Mondays and Wednesdays during the day, and now I'm also available on Fridays. Can I update my profile?	Yes. You can log in and change your availability, such as days of the week you can work, whether you can work days, nights, or both, and where you are available to work.
Where is my list of matches? Why haven't I heard from any system owners?	<p>The purpose of the Operator Workforce Matching Portal is to help match system owners/operating authorities seeking staffing resources with available and certified operators.</p> <p>When a system owner searches the portal for operators, they receive a list of profiles that fit their criteria. If you have been contacted regarding an employment opportunity, the system owner will directly reach out using the information on your profile. Please ensure your certification, availability and contact information are current.</p>
Who do I contact for support with the portal?	Please contact the Ontario Water Wastewater Certification Office (OWWCO) at 1-877-231-2122 or through their website at https://owwco.ca/contact/ if you have any questions about using the portal and your profile.
Will I be paid for my services?	You will need to discuss compensation and other hiring details directly with the system owner if you are contacted about a possible position.

FAQs for System Owners

Questions	Answers
<p>Why should I use the Operator Workforce Matching Portal?</p>	<p>The primary purpose of the portal is to help water system owners and operating authorities to identify available and certified operators by region and certificate class and type. It also enables system owners to directly reach out to operators with potential employment opportunities.</p> <p>Please be reminded that system owners and operating authorities remain responsible for ensuring that these operators are properly trained, experienced and competent to perform the assigned tasks.</p> <p>The Government of Ontario and the people working on its behalf shall not be responsible for any loss or damage of any kind arising directly or indirectly from the use of the Operator Workforce Matching Portal, including as a result of anyone offering to make or making themselves available through this portal or anyone accepting the offer of such operator services.</p>
<p>Who do I contact for support with the portal?</p>	<p>Please contact the Ontario Water Wastewater Certification Office (OWWCO) at 1-877-231-2122 or through their website at https://owwco.ca/contact/.</p>
<p>How do I know if the certification information included in an operator's profile is accurate and current?</p>	<p>When operators create their profile and include their certification information, the Ontario Water Wastewater Certification Office (OWWCO) verifies if those details are accurate, based on information that is on file about each operator.</p> <p>An operator's profile is only available to be searched in the portal after their information is verified. Operator profiles on the portal are also regularly updated to align with the public operator listing on OWWCO.ca.</p>

<p>My search didn't yield any results. Does that mean there are no operators available in my area with the credentials I'm looking for?</p>	<p>That may be the case, however, you may want to modify your search criteria to include operators from a broader region.</p> <p>Please also keep in mind that new operators may be registering every day or week. You are encouraged to check regularly for newly available operators.</p>
<p>How do I reach out to registered operators with employment opportunities?</p>	<p>System owners and operating authorities can reach out to operators using the contact information (e.g. email, phone numbers) provided in their profiles to arrange hiring, compensation and other details related to potential positions.</p>