



Classification	Administrator
Original Date:	April 2024
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Pay Group:	12

## **JOB DESCRIPTION – SENIOR MANAGER, FACILITIES OPERATIONS**

### **NATURE AND SCOPE OF WORK**

With general guidance from the Director, Facilities Operations, the Senior Manager, Facilities Operations, is independently responsible for the planning, scheduling and delivery of day-to-day operations and maintenance of the campus facilities, grounds, sports fields, parking lots, including the Student Residences buildings. The successful incumbent will foster strong collaborative relationships with a variety of internal and external stakeholders and continually monitor for process improvements.

Heavily centered on customer service, this position is responsible to ensure the university's buildings and grounds are well maintained, are safe and comfortable places to learn and work, and provide an appealing first impressions.

Reporting directly to this position are a multi-disciplinary team including Supervisors, Maintenance Workers, Groundskeepers, and Facilities Workers.

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

#### **Campus and Facilities Operations**

- Provide leadership and direction to the Facilities Operations team to ensure effective and efficient operations and maintenance of the buildings and well-maintained campus grounds.
- Ensure services provided are appropriate, integrated, and of high quality.
- Identify gaps in service delivery and develop strategies to meet the needs.
- Identify and implement strategies to reduce overall ongoing operating costs without impacting quality of service.
- Routinely conduct building inspections to check on quality of workmanship, materials, and equipment including review to adherence to Occupational Health & Safety requirements; monitor ongoing maintenance activity to ensure service requests are appropriately executed and expected outcomes are achieved.
- Develop and administer a range of facilities services contracts (i.e. janitorial, confidential waste) ensuring service standards are based on industry standards, have measurable guidelines, are within budgetary resources and that the quality and performance standards are met.
- Review service contracts for operational efficiencies and opportunities for improvement including potential cost savings.
- Ensure that documentation is developed and updated to reflect modifications to buildings and/or grounds within area of responsibility.
- Provide immediate and effective responses to major building system failures, life safety events, damage to property, or other unsafe building and grounds conditions that may occur periodically.
- Plan and develop protocols, and complete regular reviews with a focus on ensuring that risks are mitigated and that campuses remain open and operational as scheduled with no disruption.
- Ensure facilities and sites conform to current codes, regulations, by-laws, and ensure the University



policies and department procedures are in alignment.

- Communicate with local authorities (e.g. District of Squamish Utilities, Engineering and Fire Departments) on compliance issues and matters concerning facilities and systems that connect with District facilities and systems (e.g. water mains).
- Oversee the campus energy management program.

### **Capital Planning and Construction Projects**

- Identify and provide information to the Director to justify short- and long-term facilities plans to include the 5-Year Capital Plan, Campus Master Plan and annual renovation plans.
- Provide information for the preparation of RFP's for construction/consulting services.
- Assist the Director with developing design guidelines for construction and capital projects.
- Involved in the selection process for design consultants, negotiates fees, and provides consultant scope of work and standards to be met.
- Coordinate construction starts with successful bidders via on-site meetings with relevant divisions and portfolios. Monitor progress and conformance of new projects under construction and renovations to ensure user satisfaction, quality control and compliance with the budget. Liaise with consultants and contractors in the resolution of work problems including resolving differences between plans and specifications. Review and recommend payment of contractor invoice, progress claims, construction holdbacks and deficiency holdbacks.
- Assess long term implications of project scope and recommends strategic direction in constructing capital infrastructure to the Director
- Prepare required Ministry reports and supporting documentation, including rationale and scope, to obtain funding for the various projects.

### **People Management**

- Manage and provide leadership to staff by coaching, guiding, and modeling key behaviors/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Mentor team members to define shared and individual goals, meet target dates and ensure alignment of team goals.
- Ensure staff receive appropriate safety and other training to effectively carry out their responsibilities.
- Develop a team structure that fosters an approach of collaboration and collective problem solving to assure the best possible customer service outcomes and models.
- In consultation with People, Culture and Diversity, administer the collective agreement in relation to staff, including hiring, discipline as applicable, authorizing overtime, leaves, and other similar requests and representing management, where required, in the grievance process.
- Attract and retain staff by developing and implementing recruitment and selection strategies, providing training to staff, and ensuring a stimulating work environment. Monitor and assess performance and employ engagement strategies such as coaching and mentoring as appropriate to enhance performance.

### **Administration**

- Develop and implement strategic and operational plans and budgets, in consultation with the Director, Facilities for areas of responsibility and participate in the preparation of the Department's strategic and operational plan including providing input to energy conservation and capital renewal plans identifying required system and equipment upgrades.
- Participate in developing, establishing, and administering departmental policies and procedures.



- Represent the Department and/or the University on various committees on behalf of the Director (i.e. Joint Occupational Health & Safety Committee).
- Maintain currency in areas of responsibility by monitoring relevant publications, attending seminars and training sessions, maintaining professional certification, participating in conferences and professional organizations.
- Assume the duties of other management positions in the Facilities Operations department as and when required.
- Undertake special projects and assume other related duties as assigned by the Director, Facilities Operations.
- Liaise closely with the Student Housing and Food Services department to ensure the infrastructure and deferred maintenance plan is aligned and integrated with the Campus Housing Facilities Strategy.
- Support the facilities planning and day-to-day maintenance processes for housing with a focus on maintaining facilities that contribute to a positive student experience.
- Support day to day and emergency/unplanned facilities maintenance issues within the Student Residences community. Conducts regular reviews and inventory of the condition of Student Residences buildings, cleaning protocols, furniture, equipment and supplies, with a strong focus on safety and security.
- Act as a point of contact for private partners responsible for preventative maintenance and building systems at the Student Residences.
- In collaboration with Safety & Emergency Services, and the Director, coordinate emergency planning and response related to facilities emergencies, natural disasters, and student crises (including high-risk scenarios involving mental wellness, sexual violence, or significant behavioral concerns) in the student housing community.

#### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Demonstrated ability to organize the work of a department; plan, schedule, direct, supervise, and evaluate the work of employees; oversee the work of trade contractors.
- Knowledge of building maintenance, custodial maintenance, fire protection systems and programs, safety and security programs, waste management, and recycling programs.
- Strong mentorship/training skills with a personal style that builds a service-oriented team.
- Exceptional focus on operational success and service excellence.
- Considerable knowledge of construction and maintenance trades, municipal bylaws, Worksafe BC regulations, and Building and Fire Codes.
- Demonstrated ability to interpret drawings and specifications for work related to building and maintenance trades.
- Demonstrated ability to prepare and manage budgets and understands capital planning processes.
- Ability to write detailed reports.
- Ability to express views, ideas, and facts effectively both orally and in writing.
- Proficiency with various software relevant to facilities management and maintenance.
- Proven communication skills and ability to establish and maintain effective working relationships with senior management, faculty, staff, students, trades, government agencies, accreditation bodies, and the general public.
- Ability to work under pressure and to meet deadlines and organizational requirements effectively.



- Working knowledge of emergency response procedures, crisis response, and critical incident management.
- Experience working in diverse communities and supporting the needs of a population that includes international students, indigenous students, and students with accessibility needs.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.

#### **REQUIRED TRAINING AND EXPERIENCE**

- Completion of a bachelor's degree in Public Administration, Business Management, Engineering, Facilities Management, or equivalent.
- Five or more years of recent progressive experience in facilities management including the direction of trades and/or construction personnel.
- Completion of a facilities management certificate or equivalent (APPA, BOMA, IFMA, LEED) desirable.
- Formal training in crisis response and emergency management is considered an asset.

#### **REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS**

- Holds and continually maintains a valid class 5 British Columbia driver's license.