

Revision Date:	August 18, 2010 November 2014 December 2015 January 2017 April 2017 June 2017
Pay Group:	11

MANAGER, FACILITIES OPERATIONS

NATURE AND SCOPE OF WORK

With general guidance from the Director, Facilities Services, the Manager, Facilities Operations is independently responsible for the planning, scheduling and delivery of day-to-day operations and maintenance of the campus facilities. 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 Foremen, Maintenance Workers, Groundskeepers, Facilities Workers, and Facilities Triage.

ILLUSTRATIVE EXAMPLES OF DUTIES

Campus and Facilities Operations

- Provide leadership and direction to the Facilities Services 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 conducts 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 North Vancouver 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).

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 Human Resources, 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 Services department as and when required.
- Assume other related duties as assigned by the Director, Facilities Services.

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.
- Exceptional customer service focus.
- Personal style that builds a service-oriented team.
- 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.
- 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 dealing with other University departments, employees, trades, and the general public.
- Ability to establish and maintain effective working relationships with senior management, faculty, staff, students, government agencies, accreditation bodies, and members of the general public.
- Ability to work under pressure and to meet deadlines and organizational requirements effectively.

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.



REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

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