

Class No.:	
Original Date:	
Revision Date:	September 2005 Minor revisions April and July 2013 April 2018
Pay Group:	28

JOB DESCRIPTION

FACILITIES SUPERVISOR

Nature & Scope of Work

The Facilities Supervisor is responsible for leading, supervising and organizing a highly motivated, effective and efficient team who provide exceptional customer service, proactive maintenance, repair, and facilities operations services across University facilities and grounds. The Supervisor is responsible for ensuring a consistent and high standard of service and workmanship is achieved by facilities staff, which adheres to all relevant building and fire codes, legislation, regulations, safety standards, policies and procedures. Duties include supervision of a multi-disciplinary team including Red seal Trades, Maintenance Workers, Groundskeepers, Facilities Workers and Facilities Triage; oversight of contracted services; planning, scheduling and directing maintenance, repair, and construction projects; establishing a preventive maintenance schedule, performing regular inspections and audits to identify facility needs and issues; building strong relations with internal customers. The Supervisor is required to control costs and work collaboratively to improve the overall effectiveness of facilities services and ensuring safe access to the campus facilities. The incumbent reports to the Manager, Facilities Operations.

DUTIES AND RESPONSIBILITIES

- Supervises the daily operations of the Facilities Services , which includes assigning work to all trades, grounds and maintenance staff, planning and organizing work schedules and work processes, prioritizing incoming work assignments; ensuring quality of work outputs; preparing complex shift schedules that ensure the necessary skills sets and staffing levels are available to meet varying requirements for special events and projects, verifying staff hours worked and approving vacation schedules. Providing coaching, mentoring and training to staff in support of a high standard of service delivery. Facilitates resolutions to work issues including interpersonal conflicts.
- Establishes priorities to best utilize resources (staffing and materials), as well as developing strategies to minimize the potential impact and disruption to the campus community from the provision of repairs, renovations, etc.
- Develops Standard Operating Procedures (SOP's) for areas of responsibility and ensures all necessary documentation is prepared including reports for the Safety Authority and Fire Department.
- Supports large scale Facilities projects coordinating the work of contracted service providers, which includes addressing issues with safety, quality, conduct, and/or delivery of services contracted, and escalating unresolved issues to the to the Manager Facilities Operations.

- Ensures the provision of janitorial services is as required and meets the service contract requirements, advises the appropriate contractor/supervisor to address any shortfall in the standard of work and cleanliness of the interior of buildings, rooms, offices, classes. Brings persistent substandard service issues to the attention of the Manager, Facilities Operations.
- Within area of responsibility establishes a preventive maintenance schedule for the buildings and grounds, and ensures that all work is completed to the standards required. Routinely conducts inspections of the buildings and grounds 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. Routine items are then coordinated to be completed by the Facilities personnel. Projects which will require major funding are escalated to the Manager Facilities Operations.
- Responds to building emergencies, or system malfunctions, and determines the scope of the work to remedy the situation, collaborates with the Manager Facilities Operations, and in the absence of the Manager Facilities Operations, escalates to the Director Facilities/OHS Manager to resolve promptly.
- Responds to enquiries from the University community, provides skilled advice on the services provided by Facilities Services and resolves any service issues.
- In collaboration with campus planning department, provides internal customers with estimates for alterations, repairs, construction, and renovations to buildings, rooms, classes, offices etc. to be performed by University Facilities staff.
- Monitors expenditures to ensure budgetary targets are met.
- Ensures that the University campus is safe and accessible, which includes snow removal, evacuating spill areas, and ensuring that safety procedures and methods are adhered to without exception. Ensures that all facilities operations including event set ups, cleaning, maintenance, construction, and repairs, conforms to building and fire codes, and other regulatory requirements.
- Develops safe work procedures for areas of responsibility and ensures staff are trained and following these procedures to effectively and safely carry out their responsibilities.
- Provides input/feedback to the Manager, Facilities Operations regarding requirements for janitorial, waste, recycling and other service contracts.
- Proactively plans and implements goals and objectives for the area, as approved and assigned by the Manager. Evaluates service delivery and ensures agreed deadlines are met.
- Prepares and maintains records including requisitions for materials, supplies and equipment.
- As a key member of the Facilities Services team, works collaboratively with supervisors and staff, and proactively and responsively participating in work involving others engaged in similar tasks.
- Performs duties related to the knowledge, skills and abilities required of a supervisory and technical position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated knowledge of the operational, maintenance, and repair requirements of a large institutional facility. .
- Proven ability to recognize, analyse and resolve problems of both a technical and interpersonal nature.
- Exceptional customer service focus.
- Strong leadership skills including the ability to train and motivate a varied workforce.
- Moderate computer skills, including the ability to do internet searching and use Microsoft Office including Excel, Word and Outlook.
- Knowledge of building maintenance, custodial maintenance, fire protection systems and programs, safety and security programs, waste management and recycling programs. Considerable knowledge of mechanical, electrical, gas, and plumbing systems at a similar facility, or the ability to find and understand the relevant information.
- Clearly evidenced knowledge of legislation, regulations and worksafe policies, practices and procedures governing the work required.
- Thorough knowledge of project management principles, workflow and logistics, in relation to facilities operations, maintenance and repair of the facilities, physical plant and grounds.
- Thorough knowledge and experience in the use of computerized maintenance management systems and the operation of computerized building automation systems.
- Considerable knowledge of safety requirements for public sector buildings including life safety and security systems.
- Considerable knowledge of Worksafe BC regulations and procedures
- Considerable working knowledge and experience of labour and material costs, and the ability to prepare cost estimates for construction and alteration, mitigate risk, and manage associated costs.
- Ability to establish and maintain effective working relationships with other employees, students contractors, departments, local agencies, and the general public, use of tact and diplomacy in responding to customer service issues.
- Ability to plan, schedule, assign, supervise, review and participate in the work of skilled and semi-skilled employees and contractors to meet deadlines effectively, and to provide on-the-job training and orientation.
- Demonstrated ability to read and understand technical documents such as specifications, contracts, drawings and construction plans.

- Ability to understand and follow complex oral and written instructions and communicate effectively to a diverse range of stakeholders both verbally and in writing., and the ability to develop, understand and implement standard operating procedures
- Ability to adapt to complex and emergent situations to ensure both a proactive and responsive service is delivered to all customers.

REQUIRED TRAINING AND EXPERIENCE

- Completion of an apprenticeship in a mechanical, electrical, plumbing, or HVAC trade or an equivalent combination of experience and training.
- Completion of a facilities management certificate or equivalent (BOMA, IFMA, APPA) is desirable.
- Six years of experience in related trades work in a large institutional facility post completion of apprenticeship, including three years of supervisory experience.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- Holds and continually maintains a valid Class 5 British Columbia Driver's Licence.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).