

Job Description

Job Title:	Manager, Cleaning Services
Department:	Housing & Residences
Reports To:	Assistant Director, Residence Facilities
Jobs Reporting:	Assistant Manager, Cleaning Services Supervisor, Cleaning Services (3 positions)
Salary Grade:	10
Effective Date:	October 2019

Primary Purpose

The Manager, Cleaning Services is accountable to the Assistant Director, Residence Facilities for strategically leading and coaching the Cleaning Services Management Team and is responsible for building relationships and setting standards to effectively manage staff, external service providers, processes, and activities involved in the provision of outstanding cleaning services at all university owned student residence facilities under the umbrella of the Department of Housing and Residences.

Key Accountabilities

Leadership – Overall responsibility for providing excellent leadership to the Cleaning Services Management Team (Assistant Manager, Supervisors), and Cleaning Services staff (Residence Attendants and Residence Housekeepers).

- Create and maintain positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations that align with the Department's mission and the University's strategic plan to help employees create clear paths to success.
- Effectively measure and evaluate performance of direct reports through both formal performance appraisals and informal methods such as regular feedback, coaching, and one-on-one conversations.
- Establish strategies that identify development opportunities for direct reports and Cleaning Services staff and create development plans utilizing a coaching and mentoring approach that enable employee growth and enhanced performance.
- Foster and advance relationships with key partners across the Department, the University and externally to aid in the achievement of goals and resolution of escalated issues.
- Maintain currency and expertise in the area of campus housing cleaning

Human Resource Management – Overall managerial responsibilities for Cleaning Services' human resources including:

- Recruit staff (hiring processes, onboarding activities), staff performance management, promotions and succession planning, staff training/ development, etc.
- Manage (and support direct reports to manage) university and departmental personnel policies and procedures as they relate to all Cleaning Services staff, i.e. illness, injuries, safety, return to work initiatives, vacation, overtime, leaves of absence, etc.
- Ensure commitment and adherence by all Cleaning Services Management Team members and staff to safety and wellness program(s) that are highly influenced by Workplace Hazardous Materials Information System (WHMIS) and the Occupational Health and Safety Act (OHSA).

Fiscal Management – Overall managerial responsibility for Cleaning Services' financial resources including:

- Manage and oversee the annual Cleaning Services operating budget
- Follow and provide oversight to ensure university policies and procedures for the effective procurement of required supplies, equipment, and 3rd party service providers are adhered to

Operations Management – Overall responsibility for planning and developing strategies and systems for the effective management of a cleaning services program that strives for continuous improvement and supports the Department's goal for clean, comfortable residential communities that are conducive to student learning and engagement.

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<ul style="list-style-type: none"> • Lead collaborative and co-ordinated approach across Cleaning Services. • Create strategies and engage others in process development to ensure consistent cleaning standards, operating procedures, and best practices in day to day cleaning are implemented and evaluated. • Develop and oversee plans to manage end of term processes in all university owned residence facilities that account for the turn-over of all residence bedrooms and community space within very tight timelines. • Ensure integration of service delivery between Cleaning Services and other areas of Residence Facilities
<p>Project Management – Accountable for managing and directing the effective co-ordination of multiple regular and special projects for the Cleaning Services unit.</p> <ul style="list-style-type: none"> • Includes organization of the work of self and delegating the work of others to conduct research, compile statistics, develop reports, and communicate results.
<p>Measurement and Evaluation – Overall responsibility for establishing a consistent monitoring process and reviewing Cleaning Services Key Performance Indicators and all other measures of performance of the Cleaning Services Unit;</p> <ul style="list-style-type: none"> • Set targets and provide oversight for process development measures to ensure effectiveness and continuous improvement goals are achieved.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

<p>Education</p> <ul style="list-style-type: none"> • Completion of a post-secondary diploma or degree (or equivalent experience) required. • Facilities Management credentials are considered assets
<p>Experience</p> <ul style="list-style-type: none"> • Experience leading others is required. • Experience developing and managing budgets is required. • Experience managing multiple projects is required • Ability to negotiate, resolve conflicts, and solve problems effectively is required. • Experience managing residential facility operations in excess of 1 million square feet is considered an asset. • Experience working in a student environment is considered an asset • Experience with procurement and managing contract providers is considered an asset • Experience making evidence-based decisions considered an asset.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Competencies will include, people management, resource allocation, interpersonal, organizational and communication skills • Working knowledge of or ability to interpret occupational health and safety regulations is required. • Proficient computing skills, specifically with Microsoft Office applications and financial reporting related software required • Ability to use web related and mobile communication tools required • Progressive experience with materials and methods involved in the cleaning of multi-unit residential buildings is preferred • Working knowledge of the roles all building-related trades play within a facility management operation is considered an asset • Operational knowledge of information systems preferred

Nature and Scope

- **Contacts:** Internally this position: interacts regularly with Managers in Residence Facilities, along with other Managers and staff in the Department of Housing and Residences. provides direction and support to the

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Cleaning Services Management Team and staff collaborates, plans, and exchanges information regularly with colleagues in Procurement, Safety Office, Human Resources, Occupational Health, and the larger university community. Externally, this position interacts occasionally with 3rd party service providers (contract cleaning/service companies), interacts occasionally with supply and equipment providers, liaises occasionally with provincial and international service associations.

- **Level of Responsibility:** This position is responsible and accountable for the overall provision of the cleaning service operation in the Department of Housing and Residences. This includes the effective management of all Cleaning Services' internal and external resources (human and physical) and processes in order to fulfill this service requirement. This position provides overall leadership and strategic direction to the Cleaning Services Management Team (Assistant Manager and Staff Supervisors) in the Department of Housing and Residences. This position provides direct supervision and coaching to the Assistant Manager and Supervisors to influence their actions in order to influence the Cleaning Services frontline staff. This position provides co-worker support to colleague Managers on the Residence Facilities Management Team within the Department of Housing and Residences.
- **Decision-Making Authority:** This position has decision-making authority for all accountabilities related to the provision of cleaning services within the Department of Housing and Residences. These types of decisions include: staffing decisions (recruitment, performance, development, and discipline), business process decisions relating to resource allocation – both internal and external human resources, service standards, procedures, workload/priority management, and budget management. This position makes recommendations to the Assistant Director of Residence Facilities about improved service and business process opportunities that impact the Residence Facilities Team or other areas of the Department.
- **Physical and Sensory Demands:** This managerial role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** This role is exposed to stress and pressure associated with managerial positions that are responsible for a large number of full-time employees. The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of year.