

Job Description

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| Job Title: | Manager, Maintenance & Security Services |
| Department: | Campus Housing |
| Reports To: | Assistant Director, Residence Facilities |
| Jobs Reporting: | Assistant Manager, Maintenance & Security Services, Residence Facilities Coordinator (3), and Coordinator, External Services |
| Salary Grade: | 8 |
| Effective Date: | January 2020 |

Primary Purpose

The Manager, Maintenance and Security Services is accountable to the Assistance Director, Residence Facilities for strategically leading and coaching the Maintenance and Security Services team in Campus Housing. This role is responsible for building relationships and setting standards to effectively manage staff, service providers, processes, and activities involved in the provision well maintained and secure residence facilities at all student residence facilities under the umbrella of the Department of Housing and Residences.

Key Accountabilities

Leadership to the Maintenance and Security Services' team

- 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 report(s) through both formal performance appraisals and informal methods such as regular feedback and coaching.
- Establish strategies that identify development opportunities for 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 best practices in campus housing maintenance and security

Human Resource Management

- Recruitment (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 human resource policies and procedures as they relate to all Maintenance Services staff, i.e. illness, injuries, safety, return to work initiatives, vacation, overtime, leaves of absence, etc.
- Ensure commitment and adherence by all Maintenance and Security 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 the Maintenance and Security Services' unit financial resources
- Manage and oversee the annual Maintenance and Security Services operating budget
- Analyze 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 - Maintenance

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- Accountable for planning and developing strategies and systems to effectively manage Maintenance programs to provide well maintained and secure residential communities that are conducive to student learning and engagement
- Coordinate activities, in collaboration with Plant Operations, to ensure consistent application of maintenance services across all university owned residences to ensure that services are provided in an efficient and timely manner, minimizing the impact on students and staff whenever possible
- Develop and oversee operational standards and procedures to ensure effective and efficient workflow
- Ensure work performed meets specifications and established standards
- Play the lead role within Residence Facilities in partnership with campus partners to develop facility emergency response procedures and manage facility emergencies in collaboration with campus partners when needed.

Operations Management - Security

- Accountable for planning and developing strategies to ensure Residence Facilities security standards are achieved
- Oversee Housing processes for effective building access control and key management
- Develop and oversee a plan to manage end of term/start of term processes that accounts for all key related items and associated access points within very tight timelines
- Ensure effective fire safety plans and processes are in place and remain relevant to policy and procedural needs
- Analyze and provide oversight to ensure external compliance standards and regulations are met

Project Management

- Accountable for overall management of multiple regular and special projects within Maintenance and Security Services and for the wider Residence Facilities team's work
- Organize the work of others and self to conduct research, compile statistics, develop reports and communicate results

Measurement and Evaluation

- Overall responsibility for establishing a consistent monitoring process and reviewing Maintenance and Security Services Key Performance Indicators and all other measures of performance of the Maintenance and Security Services Unit
- Set targets and provide oversight of 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

Education

- Completion of a post-secondary diploma or degree (or equivalent experience) required. Specialization in a planning, construction or facilities management-related field is an asset.
- Facilities Management credentials are considered assets.

Experience

- Experience with building management and operations is required.
- Experience leading others is required.
- Experience developing and managing budgets is required.

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- Experience managing multiple projects is required
- Experience managing in excess of 1 million square feet of space considered an asset.
- Experience working in a student environment considered an asset
- Experience with procurement and managing contract providers considered an asset
- Experience making evidence-based decisions considered an asset.
- Progressive experience with materials and methods involved in the maintenance and security of buildings required

Knowledge/Skills/Abilities

- Ability to negotiate, resolve conflicts, and solve problems effectively is required.
- People management, resource allocation, interpersonal, organizational and communication skills required
- Working knowledge of the roles all building-related trades play within a facility management operation required
- Working knowledge of or ability to interpret occupational health and safety regulations, relevant codes i.e.) building, fire, and principles and practices related to the maintenance and security of multi-unit residential buildings 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
- Demonstrated knowledge about relevant equipment, policies, procedures, and strategies to promote effective security operations for the protection of people and property required
- Working knowledge of project and contract management practices preferred.
- 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 Maintenance and Security Supervisor and staff collaborates, plans, and exchanges information regularly with colleagues in Plant Operations, the Safety Office, Watcard, Key Control, UW Police, Procurement and the larger university community creates a positive and productive environment for trades staff and others who bring specific expertise that is needed in the residences. Externally, this position interacts occasionally with 3rd party service providers (contractors, fire safety and security) and liaises with provincial and international service associations.
- **Level of Responsibility:** This position is responsible and accountable for the overall coordination of well-maintained and secure residence facilities, including surrounding grounds. This includes the effective management of all related internal and external resources (human and physical) and process in order to fulfill these service requirements. This position provides overall leadership and strategic direction to the Maintenance and Safety Team (Supervisor and Coordinators) in the Department of Campus Housing. This position provides supervision and coaching to influence their actions. This position provides co-worker support to colleague managers on the Residence Facilities Management Team within the Department of Campus Housing and works closely with Plant Operations to ensure timely follow up.
- **Decision-Making Authority:** This position has decision-making authority related to the provision of well-maintained and secure residence facilities. This position is expected to make recommendations to the Assistance Director, Residence Facilities about improved service opportunities that will positively impact the overall Residence Facilities policies and processes

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- **Physical and Sensory Demands:** This managerial role in an office setting involves 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 with supervisory positions that are responsible for managing and are accountable for 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 resulting from working within a student residential environment.