

## Job Description

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<b>Job Title:</b>	Associate Director, Parking, Grounds and Transportation
<b>Department:</b>	Plant Operations
<b>Reports To:</b>	Executive Director, Facilities
<b>Jobs Reporting:</b>	Manager, Parking Services; Supervisor (2) Grounds; Vehicle Mechanics (3)
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	January 1 <sup>st</sup> , 2018

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### **Primary Purpose**

The Associate Director, Parking, Grounds and Transportation is responsible for the prudent, effective planning, management and delivery of parking, grounds and transportation services, including maintenance of all landscaped and paved areas on all University campuses as well as the oversight and implementation of site infrastructure for undeveloped University lands.

### **Key Accountabilities**

#### **Strategic Planning**

Assists with and supports the department's strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus services and optimal investments in University-wide infrastructure.

#### **Operations planning and management**

Oversees planning, management, and delivery of all aspects of parking and grounds and transportation services for the University's campus, facilities and infrastructure, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.

- Leads, plans, periodically reviews, and maintains current department specifications, service level standards, work processes and practices appropriate and necessary for the deployments and operations within all managed groups.
- Be knowledgeable of and operating in conformity of all applicable codes and statutes including the Environmental Protection Act, the Ontario Water Resources Act, the Pesticides Act, and the Occupational Health and Safety Act.
- Provide effective control of the grounds, shuttle and parking programs by monitoring budgets and directing resources to ensure a high standard of service excellence and physical appearance.
- Ensures compliance with all relevant legislation, including related regulations, codes and standards, policies and procedures and interpretation and application of the CUPE 793 collective agreement. Develops and enhances a safety culture within the various departments.
- Participate in negotiations with the Canadian Union of Public Employees and participate in resolution of grievances.
- Provide oversight for the implementation of the Campus Master Plan relevant to areas of accountability.
- Complies, analyzes and maintains statistical data/reports of the operations, including but not limited to: key performance indicators, operational effectiveness, management of all campus landscaped and paved surfaces as they relate to trip and falls, obstructions, ice/snow clearing. Ensuring compliance, where applicable, with environmental best practices relating to pesticides, wildlife, lawn care and snow and ice management.
- Ensures a preventative maintenance program is followed for all landscaping equipment and fleet vehicles.

Assist with planning activities, short and long-term campus and facilities planning to support the departments' strategic and operational direction.

- Plans departmental activities to meet the strategic and operational needs of the University and the department.

## Job Description



<ul style="list-style-type: none"><li>• Develops and administers the departmental budget and operates within allocated resources; ensures the efficient use of human, fiscal and physical resources.</li><li>• Identifies and plans for the acquisition of capital equipment requirements to ensure compliance with legislation, codes, and regulations.</li><li>• Liaises with other facilities departments to facilitate the identification and addressing of maintenance, repair, health and safety, environmental, and other facilities related activities.</li><li>• Develops and monitors metrics to ensure operational efficiency and effectiveness, servicing client needs and meeting campus needs on time and within budget.</li></ul>
<p><b>General Management</b></p> <p>Responsible for employee relations of support staff reporting to the position, fostering a client-focused, service oriented work environment while establishing and maintaining good working relationships among support staff.</p> <ul style="list-style-type: none"><li>• Coaches, evaluates, and supervises support staff, fostering a service oriented work environment, instilling support staff the importance of delivering service excellence</li><li>• Oversees hiring, staff performance, salary administration, promotions, reclassifications and disciplinary issues. The incumbent must exercise skill in managing people and provide them with a productive environment and development opportunities.</li><li>• Working with the Executive Director, provides leadership to interpret and administer staff related functions in strict accordance with UW policies, CUPE local 793 Collective Agreement and applicable government legislation in consultation with Human Resources.</li><li>• Provide oversight of remote properties including the Aberfoyle facility, Spongy Lake lands, Rockwood lands as well as remote campuses in Kitchener, Cambridge and Stratford</li><li>• Provide oversight of 100+ university fleet vehicles to ensure compliance with safety, emissions, licensing and insurance.</li><li>• Provides and/or assists with providing, training and/or professional development to support staff with respect to the safe use of equipment, including chemicals, materials, supplies, tools, and powered and non-powered equipment.</li><li>•</li></ul>
<p><b>Health &amp; Safety</b></p> <p>In consideration of the University's commitment to the safety and well-being of all faculty, support staff, students, and visitors, responsible for ensuring University facilities and departmental activities are compliant with all applicable legislation, regulations, codes and standards related to facilities operations as well as occupational health and environmental safety.</p> <ul style="list-style-type: none"><li>• Active in health and safety and incident prevention by establishing, adhering and ensuring assigned support staff are following departmental policy, procedures and safe work practices required by the University health, safety, and environmental management system (HSEMS), and in accordance with relevant health and safety legislation, developing and enhancing a safety culture among support staff.</li></ul>
<p><b>Other</b></p> <p>Performs other related duties and responsibilities as assigned and supports departmental activities.</p>

## Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Post-secondary education in business management, facilities management or related field or equivalent combination of education and experience. University degree preferred.</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Eight (8) years of progressive experience in a leadership role in facilities, parking or landscaping services within a major institutional sector(s), such as education, post-secondary education, medical/hospital or service industry. Work experience within facilities management environment may be preferred.</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Sound working knowledge of property and facilities management principles, services and operations.</li><li>• Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise.</li><li>• Proven ability to effectively manage multiple priorities and exercise prudent judgement.</li></ul>

## Job Description



- Excellent communication and interpersonal skills, with a deep commitment to customer service, proven financial acumen and negotiation skills, innovative approach to problem solving and a track record for leading high performance delivery teams defined by a culture of excellence and responsiveness.
  - Proficient in the development of operational specifications, standards, work practices and procedures. Able to work effectively within the University's unique culture and decentralized environment
  - Proficient in office
- Technical**
- Intermediate in the following programs: MS Word, Excel, PowerPoint

### **Nature and Scope**

- **Contacts:** Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise.
- **Level of Responsibility:** In collaboration with the Executive Director and senior leadership team, responsible for the development and implementation of strategic plans, budgets, best practices and process improvements that support the department' mission and goals.
- **Decision-Making Authority:** Responsible and accountable for executing Plant Operations' priorities within the business operations area.
- **Physical and Sensory Demands:** Minimal demands; typical of a senior position operating within an office environment.
- **Working Environment:** Regular working hours, some evening/weekend work required. Exposed to stress and pressure associated with senior level responsibilities, significant financial oversight and confidential human resource leadership.