

Job Description

Job Title:	Supervisor, Mechanical Services
Department:	Plant Operations
Reports To:	Associate Director, Utilities
Jobs Reporting:	None
Salary Grade:	USG 9-11
Effective Date:	January 2021

Primary Purpose

The Supervisor, Mechanical Services is accountable to the Associate Director, Utilities for managing the operation and maintenance of the physical assets and infrastructure systems of the university in an efficient, reliable and safe manner. This role is responsible for supervising the day-to-day maintenance activities to ensure responsive, timely, thorough and cost-effective services are provided to meet the needs of the University community contributing towards providing a safe, accessible, invitingly clean, comfortable and well-maintained campus environment.

Key Accountabilities

Strategic Planning

- Assists with and supports 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 Technical Support

- Oversees the planning, management and delivery of services related to the mechanical infrastructure of the University's campuses, fostering a client-focused, service-oriented work environment.
- Promotes operational consistency, effectiveness and ensures compliance with all applicable legislation, regulations, codes and standards related to facilities operations, including occupational health and environmental safety.
- Maintains and improves the section and utility system efficiency by performing facility inspections, maintenance operation reviews, developing and applying improved methods, evaluating equipment and techniques to improve the operating and maintenance functions.
- Provides technical support for the section; analyze and identify root cause of problems and effectively devise solutions and initiate corrective action to prevent re-occurrence.
- Coordinates preventive and predictive maintenance activities
- 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.
- Liaises with other facilities departments to facilitate the identification and addressing of maintenance, repair, health, safety, environmental, and other facilities related issues.
- Develops and monitors metrics to ensure operational efficiency and effectiveness, servicing client needs and meeting campus needs on time and within budget.
- Provides input to the trade Supervisors and Chief Engineer regarding the activities of their staff to assist with coordination of their activities as they relate to overall operational requirements.

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- Develops and administers the departmental budget and operates within allocated resources; ensures the efficient use of human, fiscal and physical resources.
- Manages to a fixed budget by determining appropriate staffing levels, control of overtime, the prudent purchase of materials and services, good maintenance practices, and providing services to other departments on a cost recovery basis where possible (work requests).
- Sources and orders parts and materials required for maintenance and alteration work, with a signing authority for purchases up to \$5000.00.
- Updates capital expenditure forecasts, ensuring the section is performing to budget expectations.
- Ensure both section and overall department efficiencies are optimized. This requires a collaborative approach be used when evaluating work procedures and processes to eliminate duplication of efforts, reduce potential conflicts between the sections and achieve best overall value.
- Management of numerous renovations or alteration projects (discretionary work requests) and special requests through consultation with the requestor, design involvement, material procurement, scheduling of construction activity and utility shutdowns, jobsite inspection and commissioning. Contractors and consultants are sourced and recommended to provide resources and skills unavailable in the section. Their work is then coordinated, supervised, and inspected.

General Management

- Co-manages a mixed skills crew of approximately fifty, consisting of skilled trades' people such as Millwrights, Plumbers, Electricians, Sprinkler Fitters, Building Mechanics and Operators, as well as general repair people and helpers.
- Recruits, interviews, onboards and trains new employees.
- Creates and maintains positive working relationships with both internal department staff and external clients through the use of excellent interpersonal and communication skill, establishing appropriate performance expectations, monitoring and evaluating performance levels and providing feedback to ensure expectations are met.
- Maintains the productivity, effectiveness, safety and morale of the Section members, accomplished by effective assignment of the available resources, providing clear instructions, evaluation of training requirements, evaluation of overall achievement of results, and implementing corrective action as necessary.
- Ensures the application of safe work methods, compliance to codes and standards, and the creation of appropriate job procedures.
- Ensures provision of appropriate training, both informally during job assignment and formally during safety meetings is a requirement. The correction of hazards identified through suggestions from the crew, performing inspections of the work place and the investigation of accident causes is instrumental in maintaining a safe work environment.
- Provides and/or assists with providing training and/or professional development to support staff with respect to the safe operation and maintenance of equipment, including job hazard analysis.
- Promotes a positive union-management relationship and ensures compliance with UW policies and procedures and with consistent interpretation and application of the CUPE 793 collective agreement.
- As the first line of supervision, (s)he has the responsibility of supervising unionized employees, answering grievances presented as verbal complaints, handling disciplinary actions and communicating on behalf of the University

Health & Safety

- 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

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<p>facilities operations as well as occupational health and environmental safety.</p> <ul style="list-style-type: none"> 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.
<p>Other</p> <ul style="list-style-type: none"> Supports continuous improvement processes within the Maintenance department and in collaboration with other departments. Performs other related duties and responsibilities as assigned.

**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"> A Certificate of Apprenticeship and Certificate of Qualification is required. A College diploma in a construction related field with similar levels of progressive experience or extensive facilities management experience with a broadly recognized designation from a Facilities Management Program are also acceptable.
<p>Experience</p> <ul style="list-style-type: none"> (5) five years of demonstrated progressive experience in a leadership role in a unionized facilities operation/management environment in a major institutional sector(s), such as education, post-secondary education, medical/hospital or service industry.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> Requires advanced skills of a highly technical nature with proven proven administrative, supervisory and problem-solving abilities. Excellent communication and interpersonal skills, mobilizing and conflict management. Proficient in the development of operational specifications, design standards, work practices and procedures. Able to work effectively within the University's unique culture and decentralized environment. Thorough knowledge of building, construction, plumbing and electrical codes and the hazards of all materials and processes encountered is required to comply with MOL standards, OSHA, WHMIS and other applicable regulations. Knowledge of and commitment to Health & Safety in the workplace. Must have the ability to prioritize, multi-task and make decisions and maintain composure under pressure. Strong organizational skills. Tact and diplomacy are required to respond to sensitive issues

Nature and Scope

- Contacts:** Co-manages a section staff of 50+ unionized trades' people. Routinely interacts with members of the general campus community, faculty and staff of academic departments, senior administrative staff as well as outside contractors, consultants and regulatory authorities.

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- **Level of Responsibility:** Manages campus wide functions and processes. Ensures regulatory compliance in the operation and maintenance of building systems. Has a major impact on the overall cost of operation of the University; affecting the reliability and life of the equipment, the safety of the campus and the physical environmental conditions in the buildings.
- **Decision-Making Authority:** Makes decisions on operational strategies, timelines, budget allocation and staffing resources to meet strategic objectives.
- **Physical and Sensory Demands:** Requires excellent attention to detail, the ability to multi task, and the ability to make decisions under the pressures of competing priorities. Moderate physical demands include occasional lifting of materials and components, the ability to comfortably access work at heights and in confined spaces. Sensory abilities consistent with being able to readily assist with diagnosing impending equipment failures are required.
- **Working Environment:** Extremely varied; split between office work, machine shop / mechanical equipment rooms which may be noisy, hot and or confined, as well as outdoors during at times extreme conditions to assist with managing breakdowns or other unforeseen events. Subject to being phoned for advice or called in to supervise emergency repairs at any time.