

Job Description

Job Title:	Shift Manager, Custodial & Grounds
Department:	Plant Operations
Reports To:	Director, Campus Services
Jobs Reporting:	Supervisors, Custodial (5); Custodian1(3), (oversees) Grounds Persons (13); Equipment Operators (4)
Salary Grade:	USG 10 – 37.5 hour/week
Effective Date:	December 2023

Primary Purpose

The Shift Manager, Custodial & Grounds is responsible for the prudent, effective planning, management and delivery of nighttime custodial and grounds services within campus-wide facilities, contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence. These duties have to be carried out in an efficient, reliable, and safe manner in accordance with University policies and all applicable legislative requirements.

University of Waterloo infrastructure comprises of nearly 1200 acres of land with over eight million square feet of space powered by a 1st Class High Pressure Power plant feeding a sophisticated district energy system located on over a thousand acres of land.

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.

General Operations, Planning and Management

- Directs the activities of supervisors and staff assigned and reporting to the position, determining priorities, work assignments, staff scheduling, and additional services, including University special events/ bookings. Staff reporting to the position work across campus on multiple shifts.
- Works collaboratively with Supervisor, Grounds and Manager, Operations to ensure seamless around the clock Custodial and Grounds services
- Manages special projects and coordinates response for large scale, high profile events as assigned through the Work Order system or as requested by the Director, Campus Services
- Assists with planning activities to support the department's strategic and operational direction.
- Operates within allocated resources; ensures the efficient use of physical, fiscal and human resources, maintaining records of support staff work assignments and cleaning supplies and equipment allocations among the assigned work group. Assesses, evaluates, selects and monitors the effectiveness of the performance of cleaning chemicals, products, materials, tools, and powered and non-powered equipment.
- Provides data and information for metrics to ensure operational efficiency and effectiveness, servicing client needs and meeting campus needs in a timely fashion within budget.

Custodial Operations, Planning and Management

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- Plans for, manages, and ensures effective delivery of evening & night custodial services, including sustainable waste and recycling, within campus-wide facilities, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.
- Supervises and inspects cleaning operations campus wide and evaluates work of assigned supervisors and support staff to the established service level standards and expectations. Conducts regular monthly building audits to maintain and document operational effectiveness, increasing audit frequency as and when circumstances may require.
- Liaises with University community members with respect to custodial and sustainability matters within campus-wide facilities and issues work to assigned support staff to maintain safety, good order and service level standards of cleanliness and appearance of University facilities. Coordinates as appropriate, response to hazardous situations reported by staff or students within assigned facilities.
- Coordinates, instructs, and supervises unionized staff in a manner that ensures proper maintenance of all University roads, walks and parking lots with regards snow and ice control
- Enforces the use of standard operating procedures and adherence to applicable codes and standards
- Plans, periodically reviews, and maintains current work processes and practices appropriate and necessary for delivery of custodial services, including sustainable waste and recycling to provide a safe and accessible, invitingly clean and comfortable campus environment.
- Liaises with other facilities departments to facilitate identification of, and addressing maintenance, repair, environmental, health and safety and other facilities related activities.
- Compiles, analyzes and maintains statistical data/reports of the operations, including but not limited to: timekeeping, attendance and absence management, safety and regulatory training and compliance, staff performance and professional development, building cleanliness ratings, inventory (and consumption) of cleaning products and equipment, snow clearing logs.

Grounds Operations, Planning and Management

- Ensures that grounds department responds to all weather-related events to provide safe access to campus (snow, ice, floods, wind related debris, fallen trees).
- Oversees the maintenance of all University roads and pathways.
- Works collaboratively with Campus Special Constables and others to coordinate response to extreme weather conditions during shift

Human Resources

- Ensures all staff are current with mandatory training as outlined by the Safety Office.
- Identifies and coordinates, in consultation with the Director, training and development for staff and provides and/or assists with providing, training and professional development to support staff with respect to approved cleaning methods and procedures and the appropriate and safe use of cleaning products and equipment, including chemicals, materials, supplies, tools, and powered and non-powered equipment.
- Manages the performance and productivity of assigned staff, issuing disciplinary measures in accordance with UW Policy and the CUPE Local 793 Collective Agreement if needed, escalating if necessary
- Responsible for employee relations and fostering a client-focused, service-oriented work environment while establishing and maintaining good working relationships among support staff.
- Coaches, evaluates, and supervises support staff, fostering a service-oriented work environment, instilling in support staff the importance of a safety awareness and customer service.
- Establishes and maintains good working relationships among support staff.
- Interpret and administer staff related functions in strict accordance with UW policies, CUPE local 793 Collective Agreement and the Employment Standards Act of Ontario.
- Interviews and selects in consultation with the Supervisors and other colleagues staff for

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temporary or permanent positions.
Health & Safety <ul style="list-style-type: none">• 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.• 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.
Other <ul style="list-style-type: none">• Performs other related duties and responsibilities as assigned and supports departmental activities.

**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 <ul style="list-style-type: none">• Ontario secondary school graduation diploma or equivalent combination of education and experience. Post- secondary education in business management, facilities management or related field may be preferred.• Certified in salt use for winter maintenance
Experience <ul style="list-style-type: none">• A minimum of 10 years of progressive experience in a leadership role in facilities or environmental services within a major institutional sector(s), such as education, post-secondary education, medical/ hospital or service industry.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Sound working knowledge of property and facilities management principles, services and operations.• Strong technical knowledge of methods used to clean various hard and soft surfaces, stripping and waxing methods, care of special surfaces and equipment used in delivery of services• Proven ability to effectively manage multiple priorities and exercise prudent judgement.• 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• Strong problem-solving skills• Intermediate in the following programs: MS Word, Excel• Other: Archibus, APPA, cleaning software• Use of hazardous workplace materials, including chemical cleaning products, and powered/ non-powered equipment and tools, including floor polishers, vacuum cleaners and floor scrubbers.

Nature and Scope

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- **Contacts:** 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 service delivery teams defined by a culture of excellence and responsiveness.
- **Level of Responsibility:** Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise. Manages functions and processes within assigned facilities and supervises campus services support staff working evening & nighttime. Ensures that service priorities and projects are followed up/completed. Acts as a conduit ensuring the implementation change and alignment with department strategy. Responsible for the development of project scheduling. Ensures that roadways and pathways are clear of ice, snow, and debris and safe for campus community to use.
- **Decision-Making Authority:** Makes decisions on timelines, budget allocation, and staffing resources to meet strategic objectives. Develops complex plans for high-profile large-scale special events.
- **Physical and Sensory Demands:** Routine physical activities include sitting, standing, walking, climbing, bending crouching, reaching, lifting, and carrying objects, pushing, pulling, working in an awkward position and/or maintaining one position for periods of time. Possesses ability to reduce any strain by changing positions and/or alternating performing other activities.
- **Working Environment:** Subject to nighttime working hours, weekdays and weekends. Infrequent work hours during daytime for meetings etc. Required to multitask and regularly make decisions under pressure Exposed to stress and pressure associated with management level responsibilities, financial oversight and confidential human resource leadership. Daily exposure to: a) dirty, noisy and/or fetid environments; and b) outdoor weather conditions while on campus or travelling. May infrequently be exposed to biological, chemical, construction, electrical, explosive, fire, and flooding, mechanical and/or radiological hazards during routine facilities site inspections and/or emergency incident response, requiring appropriate assessment, response and remediation/recovery. Subject to being phoned for advice or called in after hours to supervise emergencies/ snow events/ floods etc at any time.