

Job Description

Job Title:	Supervisor, Grounds Services
Department:	Plant Operations
Reports To:	Associate Director, Parking, Grounds and Transportation
Jobs Reporting:	Equipment Operators, Grounds Gardeners, Groundspersons
Salary Grade:	USG 9
Effective Date:	April 2021

Primary Purpose

Reporting to the Associate Director, Parking, Grounds and Transportation, the Supervisor, Grounds Services is accountable for the day-to-day operations of the Grounds section of the Plant Operations department. This includes planning, development, implementation, and coordination of overall maintenance of the turf, horticultural areas, naturalized areas, water courses and features, paved and other hard surfaces on the University's Campus Grounds, Research and Technology Park and Satellite Campuses. 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.

Responsibilities will align with Plant Operations' goal of contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

Key Accountabilities

Planning & Financial Management

- Supports the Associate Director (AD) in the development of long-term planning efforts, addressing stewardship responsibilities, and long-term sustainability of the University's campus, facilities, and infrastructure, maximizing opportunities for efficient delivery of campus services and optimal investments in University-wide infrastructure.
- Participates in departmental budget preparation and review process including major repairs, material needs, equipment purchases, and staff allocation (focus on soft and hardscaping).

Operations Management

- Coordinates, schedules, instructs, and supervises unionized staff in a manner that ensures proper maintenance of all University roads, walks, parking lots, turfed areas, water courses and features, trees, flowers, shrubs in the summer period and snow and ice control in the winter period.
- Coordinates the assignment of available staff resources; providing clear instruction, tools, materials, training as required, evaluation of results and any corrective action, as necessary.
- Enforces the use of safe operating procedures, adherence to applicable codes and standards, and creates new processes as needed.
- Supports the AD in selection of outside contractors and consultants for projects and activities that cannot be completed with assigned staff.

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- Liaises with various University stakeholders providing support and services in a client-focused, service-oriented manner.
- Ensures that comments, requests, or complaints are addressed professionally and in a timely manner.
- Oversees delivery of area-specific grounds services at remote locations such as Aberfoyle, Pharmacy, Stratford, Cambridge, Rockwood, Spongy Lake, Research and Technology Park.
- Provides technical support to the grounds summer operation identifying areas for repairs, upgrades or changes.
- In coordination with the Supervisor Grounds and Fleet, ensures that grounds department responds to all weather-related events to provide safe access to campus (snow, ice, floods, wind related debris).
- Oversees the maintenance of all University roads and pathways.

Management of green areas (softscape)

- Oversees the maintenance of playing fields including field equipment acquisition and installation (excluding turf maintenance).
- Provides support with ongoing rehabilitation and maintenance of the UW Environmental Reserve.
- Supervises wildlife management initiatives on campus within the means and resources available as outlined by the Ministry of Environment and Natural Resources.
- Coordinates environmental maintenance efforts to protect University lands ie. water level control, erosion control measures, and storm water pond maintenance. Supports the AD in coordination of efforts with the City of Waterloo and the region.
- Supports the development, updates and implementation of the Region of Waterloo Smart on Salt program.
- Oversee the use of pesticides, herbicides and fertilizers of campus.

Project Management

- Manages special projects as assigned through the Work Order system or as requested by the Associate Director
- Supports the AD consulting with departments to develop scope of work ensuring feasibility of requested work.
- Prepares project plan, coordinates activities, and follows sound procurement processes when ordering materials and contracting services.
- Provides input and technical advice regarding landscape design on large projects and campus wide initiatives.
- Manages the development of programs for control of invasive species on all UW campuses.

HR & Staff Management

- Fosters a client-focused, service-oriented, positive work environment, ensuring the wellbeing and workplace health and safety for all employees.
- Coaches, trains, and 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 to the Associate Director if appropriate.
- Responds to grievances when they arise, recommending resolutions in accordance with the collective agreement.
- Provides recommendation on skill makeup and staffing requirements for recruitment of new fulltime, temporary, and seasonal employees.
- Participates in talent acquisition for assigned division.
- Ensures all staff are current with mandatory training as outlined by the Safety Office.

Health & Safety

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- Active in health and safety and incident prevention by establishing, adhering to, 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.
- Performs inspections of the workplace and the investigation of workplace accidents in accordance with UW Health & Safety programs.
- Ensures that application of chemical use withing assigned group (pesticide, fertilizer, etc.) is in compliance with government regulations and the Pesticide Act.

**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

- Niagara Parks Diploma and/or equivalent horticultural certification
- Extensive knowledge of hard and soft landscaping and maintenance required
- Arborist trade certificate is preferable (MTCU, ISA)
- Pesticide Land Exterminator's license Class 1 and 3

Experience

- 3-5 years of progressive experience in an organization with substantial grounds infrastructure
- Experience supervising staff preferably in unionized environment

Knowledge/Skills/Abilities

- Knowledge of year-round grounds operations and procedures to assemble crews with the proper qualifications/ licenses/training to maintain the University campus and outlying areas in all weather conditions.
- Sound technical knowledge to effectively and safety manage substantial grounds infrastructure
- Excellent communication skills with a deep commitment to customer service
- Demonstrated ability to take initiative and incorporate innovation
- Exemplary organizational skills
- Strong problem-solving skills is critical
- Intermediate skill level in the following programs: MS Word, Excel, Outlook, ARCHIBUS

Nature and Scope

- **Contacts:** The Supervisor is the first point of contact for unionized employees in response to labor relations issues. The Supervisor will routinely interact 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.
- **Level of Responsibility:** Manages daily operation of assigned division, ensures regulatory compliance, and safety. Ensures that roadways and pathways are clear of ice, snow, and debris and safe for campus community to use.
- **Decision-Making Authority:** In communication with the Associate Director makes decisions on operation strategies, grounds master plan, use of pesticides and recommends staffing changes to meet strategic objectives
- **Physical and Sensory Demands:** The ability to multitask and make decisions under pressure (eq. snow removal and emergency calls). Moderate physical demands include exposure to unpleasant

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environment conditions such confined spaces, noise, chemicals, odors, and adverse weather conditions.

- **Working Environment:** Extremely varied; split between office work and outdoors during times of extreme conditions to assist with landscape planning/snow removal and unforeseen events. Subject to being phoned for advice or called in after hours to supervise or consult on emergencies/snow events at any time. Responsible for after-hours calls and staff supervision.