

Job Description

Job Title:	Supervisor, Building Services
Department:	Plant Operations
Reports To:	Associate Director, Infrastructure Development
Jobs Reporting:	CUPE staff including carpenters, masons, painters, roofers, locksmiths, sign makers, and general building service people.
Salary Grade:	USG 9-11
Effective Date:	April 2021

Primary Purpose

Reporting to the Associate Director, Infrastructure, the Supervisor, Building Section is accountable for the following areas:

- Daily operation and maintenance activities related to all building envelope, roofing systems, masonry, exterior cladding, glazing systems, doors, frames and associated hardware, interior wall systems, millwork, and furnishings etc.
- Completion of customer work requests
- Daily supervision of 20+ CUPE staff
- Coordination and support for infrastructure projects

University of Waterloo infrastructure comprises of nearly 1200 acres of land with nearly nine 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 the annual capital and operating budget preparation and review process.
- Manages budget of the assigned section including determination of appropriate staffing levels, control of overtime, prudent purchase of materials and services, good maintenance practices.
- Creates and submits capital repairs items and recommendations.

Operations Management

- The position is one of two such positions in the Buildings section responsible for the maintenance of all building envelope, roofing systems, masonry, exterior cladding, glazing systems, doors, frames and associated hardware, interior wall systems, finish millwork, and furnishings etc.
- Coordinates the assignment of available staff resources; providing clear instruction, tools, materials, training as required, evaluation of results and any corrective action, as necessary.

Job Description



- Enforces the use of safe operating procedures, adherence to applicable codes and standards with internal staff and contracted services creating new processes as needed. Responds to calls to resolve unforeseen incidents such as water ingress, fire or vandalism. These calls might happen anytime, and immediate response might be required
- Supports the AD in planning the subsequent repairs to minimize both damage to the buildings as well as disruption to the occupants.
- Supports the AD in selection of outside contractors and consultants for projects and activities that cannot be completed with assigned staff.
- 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 services at remote locations.
- Provides technical support in infrastructure renewal from planning to implementation
- Develops Pest Control protocol and standards for the campus
- Implements pest control measures in conformance with UWaterloo standards
- Coordinates with other supervisors and shops to ensure a timely professional project delivery.

Preventative maintenance

- Develops and implements preventative maintenance programs to maximize the life of all building systems and components (e.g. roof systems and anchors).
- Oversee scheduling and performing facility inspections & maintenance reviews
- Ensures the preventative maintenance plans are based on sound industry practice and safety regulations.
- Ensures that performed work is scheduled to minimize disruption to the campus community.
- Coordinates with Business Administration team to utilize Plant Operations data management systems and ARCHIBUS to maximize efficiency of preventative maintenance processes.

Project Management

- Coordinates high volume of in-house renovation or alteration projects (work requests) and special requests requiring consultation with the requestor, design coordination, material procurement, work scheduling, utility shutdowns, internal staff management, and site inspections.
- Manages special projects as assigned through the Work Request 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.
- Coordinates multidisciplinary group of staff and external contractors to ensure that responsive, timely, thorough and cost effective services are provided to meet the needs of the University community.

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.

Job Description



<ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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.• Coordinates monthly staff safety meeting to support formal communication and development of training programs.• Analyzes job hazards for each assigned staff group.• Reviews annually staff needs for training or recurring certifications.• Ensures that routine safety inspections are performed, documented, and any deficiencies corrected or directed to the appropriate department.• Ensures adherence to Standard Operation Procedures by Plant Ops staff.
Other <ul style="list-style-type: none">• Performs other related duties and responsibilities as assigned and supports departmental initiatives

**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">• Recognized College diploma in architectural design, engineering technology program, or a certificate of Qualification and Apprenticeship, or an equivalent combination of education and experience.• FMP, PMP, C.E.T. designations or credentials are an asset
Experience <ul style="list-style-type: none">• 3-5 years' progressive experience in a leadership role familiar with a unionized environment.• Demonstrated experience managing construction projects.• Extensive experience with the maintenance/issues related to general construction, load bearing systems, building envelope, carpentry work, masonry work, door & window hardware, roofing systems, interior finishes, millwork and furnishings
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Knowledge of trade licensed qualifications necessary to effectively recruit a workforce that can maintain the wellbeing of campus community and infrastructure.• Detailed understanding of Preventative maintenance programs• Excellent communication skills with a deep commitment to customer service• Demonstrated ability to take initiative and incorporate innovation

Job Description



- 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. Has a major impact on the overall cost of operation of the University, affecting the reliability and life of equipment and the safety of campus and the community
- **Decision-Making Authority:** In communication with the Associate Director makes decisions on operation strategies, timelines, recommends staffing resources to meet strategic objectives.
- **Physical and Sensory Demands:** The ability to multitask and make decisions under pressure (managing staff, projects, customer service and often emergency calls – many at the same time). Moderate physical demands include exposure to unpleasant 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 unforeseen events. Subject to being phoned for advice or called in after hours to supervise or consult on emergencies at any time. Responsible for after-hours calls and staff supervision.