Job Description

Job Title:	Manager, Facilities Services
Department:	Library
Reports To:	Director, Information Technology & Facilities Services (IT&FS)
Jobs Reporting:	Facilities Coordinator (2)
Salary Grade:	USG 7
Effective Date:	June 2022

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research, and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Manager, Facilities is accountable to the Director, IT&FS for leadership in the provision of quality facilities services and support to library staff as well as faculty, staff, and student users of the libraries. The incumbent has primary responsibility for physical building related items, shipping and receiving, purchasing, furniture, as well as telephones. The incumbent manages the day-to-day operations in the department and is expected to assume a leadership role in key facilities projects affecting the Library. The incumbent is responsible for advising the Director, IT&FS on industry best practices and managing the Facilities department in their implementation. The Manager, Facilities provides oversight and guidance for the members of the Facilities team, working closely with team members to resolve complex issues and ensure continued progress on individual and team projects.

Key Accountabilities

Facilities Team Leadership

- Provides leadership, direction, and strategic planning in the execution of Facilities functions
- Provides guidance, creates, and interprets policies and guidelines to coach and facilitate the Facilities team in development of efficient and effective procedures
- Provides direction in the prioritization of the team's duties, triages service requests, assigns appropriate projects, and allocates the team's efforts to ensure tasks and projects are completed on time
- Adheres to internal and external customer service standards and performance indicators, monitors satisfaction with service delivered, and takes action to enhance service quality
- Works closely with Library managers to develop policies, manage change, set future directions, and resolve problems
- Hires, trains, coaches, and supervises staff
- Develops effective work team dynamics
- Manages performance and behavior through both formal (performance appraisal) and informal methods such as regular feedback, coaching, and one-on-one meetings

- Identifies development opportunities in others and co-creates with the employee a development plan, regularly following up on the progress of development

Facilities Operations

- Manage the Facilities department in responding to Library staff requests/issues in a timely manner
- Takes a leadership role, participates, or assigns a delegate as necessary for all Library renovation/revitalization projects
- Develops, advises, and implements the Facilities budget
- Ensures there is appropriate documentation, back up, support and cross training to manage capacity
- Manages all aspects of mail and shipping & receiving for the Library
- Sets and maintains high standards for public facing areas to ensure a strong user experience
- Evaluates, advises, acquires, installs and maintains a large variety of furniture, shelving, fixtures, equipment and supplies and provides advice and instruction to other group members
- Manages an accurate inventory of all Library physical assets and reports on their condition and makes recommendations for future capital purchases
- Schedules the Facilities department to ensure building opening/closing procedures & service hours are sustained
- Liaises with Plant Operations & IST to manage an accurate inventory of all Library keys/fobs
- Liaises with IST to manage all Library telephones
- Act as the Library liaison for all matters that go through the campus Plant Operations, Safety/Security (Safety Office/IST/Police Services), Central Stores group, and others as required
- Keeps Library staff informed of any renovation projects, facilities issues, and disruptions to the Library environment
- Manage external vendors/contractors to facilitate efficient completion of projects/repairs, ensuring quality workmanship, and communicating disruptions to Library staff
- Takes a leadership role in Library workstation planning including assessing staff placements, spatial layouts, and on/offboarding procedures
- Maintains Library space allocations and spatial inventory, contributing to the campus space management system
- Manages the acquisition and distribution of common library/office supplies as needed
- Responsible for the creation and maintenance of floor plans using CAD software
- Advises the Director, IT&FS on industry best practices and managing the Facilities department in their implementation

Library Health and Safety Management

- Ensures that the Library's Health and Safety manual is maintained and revised annually for any regulation changes, information updates related to designated fire marshals and the list of staff with current first aid training in effect
- Manages the Library fire wardens, first aid, and safety inspections programs, liaising with the Safety Office to ensure appropriate coverage and training
- Liaises with the Joint Health & Safety Committee in conducting an annual safety inspection, and leads the remediation of any issues discovered
- Chairs the Health Safety & Wellness Committee or mentors designate chair/co-chair

**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
- High school diploma and/or relevant work experience

Experience
- Experience as a supervisor, preferably of a team, that successfully demonstrates a high degree of skill in leading and developing staff
- Experience managing external contractors/vendors
- Experience leading aspects of complex projects, preferably building or trades related
- Asset: Experience with specific library operations/workflows and a familiarity with the Library's building infrastructure

Knowledge/Skills/Abilities
- Proven excellent communication and interpersonal skills
- Demonstrated commitment to excellent customer service
- Excellent analytical and problem-solving skills
- Demonstrated initiative to address issues as they arise
- Well-developed organizational skills
- Demonstrated ability to perform maintenance and light repairs on a variety of furniture and equipment
- Demonstrated ability to lift 75 pounds manually
- Asset: Archibus
- Asset: Auto CAD
- Asset: Jira Service Management

Nature and Scope

- **Contacts:** : Internally, communicates with departmental supervisors/managers and staff to investigate/advise on facilities related services, problems, and issues; communicates with staff on issues related to service availability and or interruptions. Works with campus Central Stores, IST telephone services and Plant Operations as necessary. Coordinates and monitors external vendors.
- **Level of Responsibility:** Accountable for ensuring that services within their portfolio meet established standards for accuracy, timeliness, and quality of customer service. Works closely with other staff to develop and act on recommendations and implement decisions.
- **Decision-Making Authority:** Responsible for problem-solving daily issues; works with Director, IT&FS and other campus departments to provide effective facilities related services. Prepare plans and budgets for Facilities purchases/projects for the Library.
- **Physical and Sensory Demands**: Heavy demands typical of a facilities position working with furniture, library shelving, books, and more in an office environment. Frequent heavy lifting and moving of office furniture, shelving and office supplies is required. Evening or weekend work may be required occasionally to expedite efficient and less disruptive renovation projects.
- **Working Environment:** Moderate exposure to disagreeable conditions typical of a facilities position with responsibility of handling awkward materials or dealing with emergency situations such as water leaks and the protection of the Library's materials and collections.