

Job Description

Job Title:	Manager, After-Hours Services
Department:	Campus Housing
Reports To:	Assistant Director, Residence Facilities
Jobs Reporting:	Lead Hand and Residence Attendants
Salary Grade:	USG 8
Effective Date:	February 2021

Primary Purpose

The Manager, After-Hours Services brings comfort, convenience, and a sense of belonging to students living in residence by providing exceptional customer experience, hospitality, cleaning, maintenance, and security services outside of normal business hours at all university owned student residences under the umbrella of Campus Housing. The Manager, After-Hours Services is part of the Residence Facilities team that works collaboratively with others to strategically plan and implement best practices that will enhance the student experience in residence.

Key Accountabilities

Leadership – Responsible for providing excellent leadership to the After-Hours staff

- Create and maintain positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations that align with the Department's mission and the University's strategic plan to help employees create clear paths to success.
- Effectively measure and evaluate performance through both formal performance appraisals and informal methods such as regular feedback, coaching, and one-on-one conversations.
- Identify development opportunities with direct reports and create development plans that will enable employee growth and enhance performance.
- Maintain currency and expertise in best practices in campus housing hospitality, cleaning, maintenance, and security

Human Resource Management and Staff Supervision – Overall managerial responsibilities for After-Hours' human resources

- Recruit (hiring processes, onboarding activities), staff performance management, promotions and succession planning, staff training/ development, etc.
- Manage university and departmental human resource policies and procedures as they relate to all After-Hours staff, i.e. illness, injuries, safety, return to work initiatives, vacation, overtime, leaves of absence, etc.
- Ensure commitment and adherence by all After-Hours staff to safety and wellness program(s) that are highly influenced by Workplace Hazardous Materials Information System (WHMIS) and the Occupational Health and Safety Act (OHSA).
- Oversee the scheduling, communication and assignment of work
- Supervise all After Hours staff in Residence Facilities

Fiscal Management – Overall managerial responsibility for After-Hours Services financial resources

- Manage and oversee the annual After-Hours Services operating budget
- Follow and provide oversight to ensure university policies and procedures for the effective procurement of required supplies, equipment, and 3rd party service providers are adhered to

Operations Management – Overall responsibility for planning and developing strategies and systems for the effective management of the after-hours operation.

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<ul style="list-style-type: none">• Ensure consistent standards and best practices are implemented and evaluated in after-hours cleaning, maintenance response, and security issues.• Collaborate with other Managers of Residence Facilities to identify processes and schedules that create greatest effectiveness and efficiency in service delivery• Oversee planning and delivery of end of term processes in conjunction with other Managers in Campus Housing, accounting for the turn-over of all residence and community spaces within very tight timelines.• Oversee the implementation and management of the After-Hours and RHE supply and inventory management system including effective requisitioning, delivery, training and distribution of supplies and equipment within all residences.• Ensure all resources are co-ordinated, available, and financially accounted for to fulfil the After-Hours mandate• Collaborate with the Manager, Maintenance and Security to develop facility emergency response procedures and manage facility emergencies in collaboration with campus partners when needed.
<p>Project Management – Accountable for managing and directing the effective co-ordination of multiple regular and special projects for the unit.</p> <ul style="list-style-type: none">• Includes organization of the work of self and delegating the work of others to conduct research, compile statistics, develop reports, and communicate results.
<p>Measurement and Evaluation – Overall responsibility for establishing and monitoring continuous improvement processes and Key Performance Indicators that measure the overall performance of the unit;</p> <ul style="list-style-type: none">• Set targets and provide oversight for process development measures to ensure effectiveness and continuous improvement goals are achieved.

**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">• Completion of a post-secondary diploma or degree (or equivalent experience) required. University degree preferred• Facilities Management credentials are considered assets
<p>Experience</p> <ul style="list-style-type: none">• Experience working outside of normal business is required• Experience with building management and operations is required.• Experience leading others and managing employees is required.• Experience leading change is required• Experience developing and managing operational budgets is required.• Experience making data-driven decisions is required• Ability to negotiate, resolve conflicts, and solve problems effectively is required.• Experience managing facility and other emergency situations is required• Experience managing residential facility operations in excess of 1 million square feet is considered an asset.• Experience working in a student residence environment is considered an asset• Experience with procurement and managing contract providers is considered an asset

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- Experience making evidence-based decisions considered an asset.

Knowledge/Skills/Abilities

- Progressive experience with materials and methods involved in the cleaning, maintenance and security of buildings is required
- Working knowledge of the roles all building-related trades play within a facility management operation required
- Working knowledge of or ability to interpret occupational health and safety regulations, relevant codes i.e.) building, fire, and principles and practices related to the cleaning, maintenance, and security of multi-unit residential buildings required.
- Proficient computing skills, specifically with Microsoft Office applications and financial reporting related software required
- Ability to use web related and mobile communication tools required
- Demonstrated knowledge about relevant equipment, policies, procedures, and strategies to promote effective security operations for the protection of people and property required
- Working knowledge of project and contract management practices preferred.
- Operational knowledge of information systems preferred

Nature and Scope

- **Contacts:** Interacts regularly with Managers in Residence Facilities, along with other Managers and staff in Campus Housing. Provides direction and support to the After-Hours services staff. Collaborates, plans, and exchanges information regularly with colleagues in Plant Operations, the Safety Office, Watcard, Key Control, Procurement, Human Resources, and the larger university community. Creates a positive and productive environment for trades staff and others who bring specific expertise that is needed in the residences. Interacts regularly with 3rd party service providers (contract cleaning companies) supply and equipment providers. Liaises occasionally with provincial and international service associations.
- **Level of Responsibility:** This position is responsible for managing and co-ordinating the provision of consistent cleaning, maintenance and security services in Campus Housing's facilities outside of regular business hours. This includes effective management and supervising the After-Hours staff, managing the various process and resources in order to fulfill this service requirement. This position provides leadership, coaching, supervision, and direction to influence the actions of the frontline staff and the Lead Hand of After-Hours and provides co-worker support to colleague Managers in Campus Housing.
- **Decision-Making Authority:** This position has decision making authority for accountabilities related to the provision of consistent cleaning, maintenance and security services in the Department's residences after regular business hours. These types of decisions include: staffing (recruitment, performance, development, discipline, and assignments), emergency response, business process related to resource allocation – both internal and external human resources -service standards, procedures, workload/priority management, and expense management for financial accounts related to the After-Hours service delivery. This position makes recommendations to the Assistant Director of Residence Facilities about improved service and business process opportunities that impact both the incumbent's and colleague functional areas within and beyond the department.
- **Physical and Sensory Demands:** This managerial role in an office setting, yet involves moderate physical demands (walking and stair climbing when performing building inspections and quality control), along with moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
Working Environment: This role is exposed to stress and pressure associated with positions that are responsible for supervising full-time employees. The role involves minimal-moderate exposure to

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psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. It requires unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (ie phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of year, resulting from working within a 24/7 student residential environment.