

## Job Description

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| <b>Job Title:</b>      | Supervisor, After Hours Services |
| <b>Department:</b>     | Campus Housing                   |
| <b>Reports To:</b>     | Manager, After Hours Services    |
| <b>Jobs Reporting:</b> | Residence Attendants             |
| <b>Salary Grade:</b>   | USG 7                            |
| <b>Effective Date:</b> | November 2022                    |

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### **Primary Purpose**

The Supervisor, After Hours Services is responsible for the continuity of all facility services outside of normal business hours by maintaining a safe, secure, accessible and clean living environment to Campus Housing residents. In providing excellent customer service, the After Hours Supervisor will ensure prompt evaluation, response and implement service protocols by effectively leading and coordinating After Hours staff and key stakeholders. The After Hours Services Supervisor will work in coordination with other Residence Facility and Campus Housing partners to support services, processes and activities that promote the well-being and comfort of students.

### **Key Accountabilities**

#### **Leadership – – Responsible for providing excellent leadership to After Hours Services staff using a coaching and mentoring approach.**

- Creates and maintains positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations that align with the Department's mission and values to help employees create clear paths to success.
- Effectively measures and evaluates staff performance through both formal performance appraisals and informal methods such as regular feedback, coaching, and one on one conversations.
- Identifies development opportunities in direct reports and creates development plans that will enable employee growth and improved performance at all levels of responsibility.
- Provides effective leadership and training to ensure customer service, safety, and quality standards are always maintained.

#### **Staff Supervision – Responsible for providing excellent supervision to After Hours Services staff.**

- Conducts recruiting activities for all positions reporting to the incumbent (hiring processes, onboarding activities)
- Schedules, communicates, and assigns work
- Manages and evaluates staff performance
- Manages staff policies and procedures in consultation with the After Hours Manager, as they relate to staff in the incumbent's area i.e. sick time, vacation, overtime, leaves of absence, safety/injuries, return to work initiatives
- Ensures new and previously implemented safety and wellness initiatives and procedures are effectively followed in collaboration with the Safety Office including the application of Workplace Hazardous Materials Information System (WHMIS) and the Occupational Health and Safety Act (OHSA).

#### **Operations Management – Continuity of Facility Services outside of normal business hours.**

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- Ensures facility operations are maintained after normal business hours such as but not limited to, maintenance issues and resolution, building security and access, facility space management, furniture and inventory allocation and student relocations in coordination with Res life.
- Acts as the first point of contact for coordinating any facility emergency response, i.e. facility failures, floods, fires, service interruptions, etc. outside of regular business hours. Provides prompt evaluation, response and service protocols by leading After Hours staff and key stakeholders such as Plant Operations, Res Life and Campus Police.
- In the event of facility, interruptions and emergencies the After Hours Supervisor will be responsible to initiate and maintain communication to campus housing partners and key stakeholders on cause, next steps and solutions and updates as required.
- Act as an advocate for student safety and well-being and will ensure that all reasonable steps are taken to minimize facility interruptions and emergencies from impacting the students experience in Campus Housing.

### **Operations Management – Daily Cleaning**

- Responsible for planning and coordinating schedules, activities, and resources (equipment, supplies, staff, and external service providers) to effectively provide cleaning services in the incumbent's area.
- Apply workload data to make decisions that will achieve the departments cleaning standards.
- Responsible for planning and coordinating schedules with other supervisors in Residence Facilities to ensure resources and cleaning is effectively managed across all communities, 7 days a week, as it relates to servicing students.
- Plans and coordinates resourcing/ logistics across Residence Facility teams, related to room changes required daily.
- Ensures all resources are coordinated, available, and financially accounted for to fulfill the general and emergency response requirements in the incumbent's area.

### **Operations Management – Planning**

- Applies policies and procedures in conjunction with RHE and AH Team Members.
- Provides feedback and insight into the annual room allocation planning for consideration of assigning occupied spaces each term.
- Plans and coordinates end of term processes that account for the turnover of all spaces within very tight timelines between RHE and AH, as it relates to occupancy levels.
- Plans and coordinates facility project work (window cleaning, carpet cleaning, floor work, etc.)
- Coordinates with Summer Accommodations to ensure resources are available to deliver required services.

### **Fiscal Management – Accountable for contributing to the effective use of financial resources for After Hours Services**

- Maintains records for budgets, work hours, payrolls, and other data that contributes to effective and efficient delivery of cleaning services.
- Follows university policies and procedures for the effective procurement of supplies, equipment, and 3rd party service providers.

### **Inventory:**

- Assists with the implementation and management of an inventory control system.
- Collaborates with groups within the Residence Facilities organization in the implementing and management of a unit-wide system, including effective requisitioning, delivery, training and distribution of supplies and equipment within all residences.

### **Measurement and Evaluation – Responsible to collect and update Key Performance Indicators related to the After Hours Services unit.**

- Provides data, progress reports related work order completion and work loading analysis.

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- Analyze departmental survey data (student satisfaction, staff wellness etc.) to identify continuous improvement opportunities.
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*\*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**

- Completion of a post-secondary diploma or degree (or equivalent experience) preferred.

#### **Experience**

- Experience supervising staff is required
- Experience coordinating multiple projects is required
- Experience with planning, scheduling, and assigning resources (human and physical) to complete work is required.
- Experience working in a student environment is considered an asset
- Experience making evidence-based decisions considered an asset.

#### **Knowledge/Skills/Abilities**

- Ability to negotiate, resolve conflicts, and solve problems effectively is 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
- Working knowledge of or ability to interpret occupational health and safety regulations is required
- Knowledge in current custodial systems including but not limited to resource allocation and equipment options.
- Experience in the use of work loading software, APPA standards and its application in a student residence environment.
- A knowledge of bedbugs, which would include fact gathering assessments and inspections, habits and identifying markers of bedbugs along with proper monitoring deployment, is an asset working within student residences.
- The ability to qualify general building maintenance issues is considered an asset.
- Working knowledge of the roles all building-related trades play within a facility management operation is considered an asset
- Competencies will include people management, resource allocation, interpersonal and organizational and communication skills is an asset.

### **Nature and Scope**

- **Contacts:** Internally, this position interacts regularly with Supervisors and Team Lead positions in Residence Facilities, as well as, with managers and key stakeholders in Campus Housing and Plant Operations. This position provides ongoing leadership to frontline Residence Facilities staff in the incumbent's area and collaborates regularly with admin staff in Human Resources, Occupational Health, the Safety office, Finance and Procurement. Externally, this position interacts regularly with 3<sup>rd</sup> party service providers such as but not limited to contract cleaning companies, pest control companies, supply/equipment providers etc.
- **Level of Responsibility:** This position is responsible for coordinating the provision of consistent cleaning, maintenance and emergency support after regular business hours. This includes taking a

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leadership role with staff workload, managing the various processes and resources in order to fulfill this service requirement. This position provides leadership, coaching, supervision, and direction to influence the actions of the incumbent's frontline staff. This position provides assistance to the Manager, Supervisors/Lead and Coordinator positions within the Residence Facilities Team.

- **Decision-Making Authority:** In consultation with the Manager, After Hours Services, this position has decision-making authority for accountabilities related to the provision of cleaning services in the incumbent's area as it relates to day-to-day management of people and operations. These types of decisions include staffing decisions (recruitment, performance, development, and discipline), service standards, procedures, workload/priority management, and expense management for financial accounts related to the incumbent's area. This position makes recommendations to the Manager, After Hours Services about improved service opportunities that will positively influence the overall After Hours Services processes.
- **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:** This role is exposed to stress and pressure associated with positions that are responsible for supervising full-time employees. The role involves minimal to moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. This position is required to work and is responsible for staff who work outside of normal business hours, including evenings, overnight and on weekends depending on the schedule. Multiple and/or tight deadlines beyond one's control and regular interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of the year, resulting from working within a student residential environment