

Job Description

Job Title:	Associate Director, Environmental Services
Department:	Plant Operations
Reports To:	Executive Director, Facilities
Jobs Reporting:	Shift Manager, Custodial Supervisor, Waste Management & Custodial
Salary Grade:	USG 13/14
Effective Date:	March 2020

Primary Purpose

With an annual operating budget of \$12,000,000 the Associate Director oversees waste management activities across campus (including Housing, off site research facilities, affiliated & federated University Colleges and satellite campuses in Kitchener, Stratford & Cambridge) and provides leadership & direction to approximately 210 union and non-union employees working 6 different shifts in more than 60 buildings across campus, including satellite campuses in Kitchener, Cambridge & Stratford, enclosing more than 6,000,000 square feet. This position is responsible for team collaboration & service integration to safeguard the smooth delivery of effective custodial and waste management services ensuring the campus environment is well maintained, invitingly clean and comfortable in order to promote student, staff & faculty wellbeing and sustain UW's world class reputation. The Associate Director also coordinates and oversees remediation/restoration services and is the campus liaison for a range of restoration services.

Key Accountabilities

Strategic planning

- Participates in the creation and planning of departmental strategic goals and operational direction.
- Designs, develops & implements strategies and activities within environmental services to support the University's goals, commitment to sustainability, as well as the department's strategic and operational direction.
- Acts as an advisor to the Executive Director Facilities with regards labour relations, negotiations and process improvement
- Supports the development & maintenance of strategic partnerships and relationships within the department and University community, as well as providing overall leadership, management and administration of the Environmental Services section ensuring compliance with applicable standards/legislation/code
- Chairs Adhoc Committee (CUPE/Management), University of Waterloo Waste Management Steering Committee; member of Plant Operation's Health & Safety Committee and one of Plant Operations Management representatives on the Union Management Committee
- Works cooperatively with all groups in Plant Operations to ensure the effective use of resources on an overall department wide basis, participating in the capital budgeting process as it relates to Custodial and Waste Management and on inter-departmental work as required.

Operations, Planning & Leadership

- Oversees planning, management, and delivery of all aspects of Environmental Services and supporting infrastructure. Develops and implements short and long range plans to provide effective and efficient services to campus. Provides quality assurance, technical support and compliance oversight. Setting and monitoring service goals, objectives, annual workplans, service standards, practices, procedures and policies.

Job Description



- Provides leadership, support, coaching and direction to staff within Environmental Services including six supervisors, a shift manager and approximately 200 hourly unionized employees.
- Provides effective employee relations in a diverse work group where the majority of employees work one of 6 shifts at more than 60 locations. Supervising employees in accordance with CUPE local 793 Collective Agreement, Occupational Health & Safety Act, Employment Standards Act of Ontario and University policies, including but not limited, to recruitment, termination, discipline, performance evaluation and salary administration.
- Interpret and administer staff related functions in accordance with CUPE local 793 Collective Agreement, providing input to all other groups/departments to foster consistency. Handles grievances arising in other Plant Operations sections when required.
- Oversees change control measures. Gathering, analyzing, interpreting and evaluating data derived from quality tools, surveys, audits, and other sources, and knowledge of LEAN service improvement methodologies, to inform service development and operational efficiency.
- Responsible for allocation of resources, budgetary planning, forecasting and control of expenditure - ensuring efficient use of human, fiscal and physical resources.
- Directs staff alignment to the mission, vision and values of the organization and department and acts as a role model for staff, establishing and maintaining good working relationships and championing team cohesiveness, respectful behaviour, motivation and commitment to customer focused service.
- Designs, coordinates and facilitates events (group forums, appreciation events, education & training sessions) and meetings with staff working different shifts. Develops presentations and delivers training to large, diverse groups.
- Resolves grievances and participates in negotiations and arbitrations relating to hourly staff.
- Plan, coordinate and successfully execute multiple projects (e.g. roll out of standardized items and product, annual audits, contracted specialty services), trials, campaigns and educational events across campus annually.
- Accountable for the restructuring of the waste management service model across campus (including Housing, off site research facilities, affiliated & federated University Colleges and satellite campuses in Kitchener, Stratford & Cambridge) to support organizational goals pertaining to diversion and sustainability and meet the needs of a diverse and growing campus community
- Provides learning and development opportunities and support for students doing academic projects/research studies.
- Provides leadership for the procurement of environmental service products, developing Requests for Proposal/Quotation for contracted specialty services – participating with procurement to advertise, evaluate and award contracts in compliance with Provincial regulations and University policies. Engages with several external service providers and monitors large value contracts on an ongoing basis.
- Liaises with University community members with respect to custodial and related sustainability matters issuing work to support staff in order to maintain safety, good order, and service level standards of cleanliness and appearance of University facilities.
- Responsive to the service needs and challenges presented by a large and diverse campus community effectively resolving customer service conflicts and other disputes/concerns through tact, diplomacy, negotiation & reasoning, problem solving, integrity and sound judgement.
- Coordinates response to hazardous situations using either support staff or contracted restoration services, monitoring work performed by contractors to completion and keeping stakeholders informed of progress. As the named point of contact on the Restoration/Remediation contract, the Associate Director acts as a liaison between externally contracted Restoration /Remediation service

Job Description



<p>providers on behalf of the University and coordinates follow up for specific requests (restoration of rare books etc.)</p> <ul style="list-style-type: none">• Ensures compliance with all relevant legislation, including related regulations, codes, standards, policies, procedures and best practices, identifying and developing plans for the acquisition of capital equipment/other to ensure compliance with requirements. Develops and enhances a safety culture within the department• To ensure operational efficiency and effectiveness and meet mandatory reporting requirements the Associate Director compiles, analyzes, maintains and draws conclusions from statistical data/reports of the operations, including but not limited to: key performance indicators, operational effectiveness, environmental stewardship/ recycling data, gap analysis, timekeeping, attendance and absence management, safety and regulatory training and compliance, staff performance and professional development, building cleanliness ratings, inventory (and consumption) of cleaning products and equipment.
<p>Health & Safety</p> <ul style="list-style-type: none">• In consideration of the University's commitment to the safety and well-being of all faculty, staff, students, and visitors, responsible for ensuring University facilities and departmental activities are compliant with all applicable legislation, regulations, codes and standards related to facilities operations as well as occupational health and environmental safety.• Active in health and safety and incident prevention by establishing, adhering and ensuring assigned staff are following departmental policies, 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 staff.• Ensures contractor safety performance in compliance with established departmental standards• Works with the safety Office, JHSC and department representatives to assist with campus wide safety initiatives and policy compliance• Participates in the development and delivery of risk management programs (fire checks, business continuity/emergency planning, lock out/tag out)
<p>Other</p> <p>The Associate Director provides mentorship and support across other functions within Plant Operations:</p> <ul style="list-style-type: none">• Ensures the removal of signage/posters (bulletin boards, temporary signs and notices) across the University in accordance with policy 2• Consults, responds and takes steps to minimize occurrence of infectious disease coordinating specialist cleaning protocols• Performs other related duties and responsibilities as assigned and supports departmental activities

**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">• University degree in business management, facilities management or public health• CIC an asset (denoting Board certified in infection prevention & control)• Labour relations certificate an asset• H&S certificate an asset
<p>Experience</p>

Job Description



- Ten years of progressive experience in a leadership role together with at least 5 years senior leadership in facilities or environmental services within a major institutional sector, such as education or healthcare. Experience within a facilities management environment is preferred.
- Extensive experience of project management required
- Experience with managing a unionized environment required, experience in negotiations is an asset.

Knowledge/Skills/Abilities

- Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise
- Change management, planning and organizational skills
- Knowledge of Ontario waste regulations
- Excellent communication and interpersonal skills with a deep commitment to customer service, proven financial acumen, tactical thinking, and negotiation skills, innovative approach to problem solving and a track record for team building and leading high performance delivery teams defined by a culture of excellence and responsiveness.
- Superior writing, presentation skills and experience in developing, managing and delivering training to diverse groups
- Strong analytical skills. Proven ability to assess risk & problem solve complex situations, effectively manage multiple priorities, deal with confidential materials, exercise independent prudent judgement, tact and diplomacy, motivate and influence, resolve conflict, justify and settle matters that are sensitive or confidential in nature
- Flexible with a deep commitment to customer service, problem solving, innovation and an ability to understand the financial impact of relevant options and the impact on labour relations
- Extensive knowledge of decontamination practices, chemical disinfection, infectious disease control, abatement and hoarding. Knowledge of CSA Z317.13 an asset
- Substantive experience in building collaborative relationships with diverse stakeholder groups, interpreting and applying collective agreement language, managing grievances
- Substantive experience in RFP/ tender design and evaluation process
- Knowledge and experience of emergency preparedness, incident management, response and control
- Sound knowledge of property and facilities management principles, operations and capital planning
- Intermediate in the following programs MS Word, Excel, PowerPoint

Nature and Scope

- **Contacts:** Demonstrated track record of effective senior leadership and collaboration with various constituents, internal and external, at all levels and ranges of expertise & responsibility. This position must maintain excellent relationships with these people, requiring excellent personal and communication skills.
- **Level of Responsibility:** Responsible for all aspects of Environmental Services; service design and execution of around the clock services across multiple campuses, budgets, best practices, strategic planning & process improvements. The position holds significant budgetary oversight.
- **Decision-Making Authority:** Responsible and accountable for all aspects of the Environmental Services department, budgetary, service design & delivery, standard setting and conflict resolution.
- **Physical and Sensory Demands:** Normally, minimal physical demands typical of a senior position operating in an office. Project site visits as required. Some travel between sites required. Some requirement for intense concentration.
- **Working Environment:** Regular working hours with some evening/weekend work/ split shifts required. Constant interruption, competing priorities. Required to respond to emergency calls around the clock. During routine site inspections/ emergency assessment, response and recovery may be exposed to

Job Description



debris, dirt, dust, fetid environments, construction, mechanical, chemical and biological hazards, flood, fire, noise and outdoor weather conditions. Exposed to stress and pressure associated with senior level responsibilities, significant budgetary oversight and confidential human resource leadership