Job Description

Job Title: Associate Director, Environmental Services

Department: Plant Operations

Reports To: Executive Director, Facilities

Jobs Reporting: Shift Supervisor, Custodial Supervisor, Custodial (Daytime)

Salary Grade: USG 12

Effective Date: May 2017

Primary Purpose
The Associate Director, Environmental Services is responsible for the prudent, effective planning, management and delivery of environmental services, including custodial services and waste and recycling management for the University’s campus, facilities and infrastructure, contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

Key Accountabilities

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<tr>
<th>Strategic Planning</th>
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<td>Assists with and supports the department’s strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University’s campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus services and optimal investments in University-wide infrastructure.</td>
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<tr>
<th>Operations planning and management</th>
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<td>Oversees planning, management, and delivery of all aspects of environmental services including custodial services and sustainable waste and recycling management for the University’s campus, facilities and infrastructure, fostering a client-focused, service-oriented work environment for operational consistency and effectiveness.</td>
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<td>- Plans, periodically reviews, and maintains current department specifications, service level standards, work processes and practices appropriate and necessary for the deployments and operations of custodial services and sustainable waste and recycling management.</td>
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<td>- Manages coordination activities with Procurement and Contract Management. Procurement of environmental services related products and contracted services through University procurement process, including supplies, equipment, waste and recycling management services, waste audit services and other specialty services. Engages external service consultants and contractors as appropriate. Administration and management of contract service providers; monitoring, assessing and evaluating performance against contractual deliverables. Liaises with contract services to escalate and resolve problems.</td>
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<td>- Liaises with University community members with respect to custodial and sustainability matters and issues work to support staff to maintain safety, good order and service level standards of cleanliness and appearance of University facilities. Coordinates response to hazardous situations reported.</td>
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<td>- Ensures compliance with all relevant legislation, including related regulations, codes and standards, policies and procedures. Develops and enhances a safety culture within the department.</td>
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Assist with planning activities, short and long-term campus and facilities planning to support the departments’ strategic and operational direction.
| - Plans departmental activities to meet the strategic and operational needs of the University and the department. |
| - Develops and administers the departmental budget and operates within allocated resources; ensures the efficient use of human, fiscal and physical resources. |
| - Identifies and plans for the acquisition of capital equipment requirements to ensure compliance with legislation, codes, and regulations. |
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- Liaises with other facilities departments to facilitate the identification and addressing of maintenance, repair, health and safety, environmental, and other facilities related activities.
- Develops and monitors metrics to ensure operational efficiency and effectiveness, servicing client needs and meeting campus needs on time and within budget.

### General Management

Responsible for employee relations of support staff reporting to the position, fostering a client-focused, service oriented work environment while establishing and maintaining good working relationships among support staff.

- Coaches, evaluates, and supervises support staff, fostering a service oriented work environment, instilling support staff the importance of good safety and housekeeping work practices.
- Establishes and maintains good working relationships among support staff.
- Interviews and selects, in consultation with the Supervisors, support staff for temporary or permanent positions.
- Interpret and administer staff related functions in strict accordance with UW polices, CUPE local 793 Collective Agreement and the Employment Standards Act of Ontario.
- Performs support staff interviews on performance matters and either initiates or supports disciplinary process consistent with University policy, the collective agreement and departmental frameworks.
- Provides and/or assists with providing, training and/or professional development to support staff with respect to approved cleaning methods and procedures and the appropriate and safe use of cleaning products and equipment, including chemicals, materials, supplies, tools, and powered and non-powered equipment.
- Complies, analyzes and maintains statistical data/reports of the operations, including but not limited to: key performance indicators, operational effectiveness, water diversion and recycling effectiveness, 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.

### Health & Safety

In consideration of the University’s commitment to the safety and well-being of all faculty, support 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 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.

### Other

Performs other related duties and responsibilities as assigned and supports departmental activities.

### Required Qualifications

#### Education

- Post-secondary education in business management, facilities management or related field or equivalent combination of education and experience. University degree preferred.

#### Experience

- Eight (8) years of progressive experience in a leadership role in facilities or environmental services within a major institutional sector(s), such as education, post-secondary education, medical/hospital or service industry. Work experience within facilities management environment may be preferred.

#### Knowledge/Skills/Abilities

- Sound working knowledge of property and facilities management principles, services and operations.
- Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise.
- Proven ability to effectively manage multiple priorities and exercise prudent judgement.
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- Excellent communication and interpersonal skills, with a deep commitment to customer service, proven financial acumen and negotiation skills, innovative approach to problem solving and a track record for a leading high performance delivery teams defined by a culture of excellence and responsiveness.
- Proficient in the development of operational specifications, standards, work practices and procedures. Able to work effectively within the University's unique culture and decentralized environment.

**Technical**
- Intermediate in the following programs: MS Word, Excel, PowerPoint

**Nature and Scope**

- **Contacts**: Demonstrated track record of effective leadership and collaboration with various constituents at all levels and ranges of expertise.
- **Level of Responsibility**: Manages campus-wide functions and process with direct reports.
- **Decision-Making Authority**: Makes decisions on timelines, budget allocation, and staffing resources to meet strategic objectives.
- **Physical and Sensory Demands**: Minimal demands; typical of a senior position operating within an office environment.
- **Working Environment**: Regular working hours, some evening/weekend work required. Exposed to stress and pressure associated with senior level responsibilities, significant financial oversight and confidential human resource leadership.