

Job Description

Job Title:	Assistant Manager, Maintenance and Security Services
Department:	Housing and Residences
Reports To:	Manager, Maintenance and Security Services
Jobs Reporting:	Residence Facilities Coordinators
Salary Grade:	USG 7
Effective Date:	January 2018

Primary Purpose

The Assistant Manager, Maintenance and Security Services is accountable to the Manager, Maintenance and Security Services for effectively supervising staff, coordinating and overseeing the operational activities and processes involved in the provision of well-maintained and secure residence facilities under the umbrella of the Department of Housing and Residences.

Key Accountabilities

Supervision

- Assisting with the recruitment process, onboarding activities, etc.
- Manage and evaluate performance
- Administer human resource policies and procedures as these relate to staff in the incumbent's area, e.g. sick time, vacation, overtime, leaves of absence, safety/injuries, return to work initiatives
- Lead the creation and delivery of staff training and development opportunities for staff
- Ensure safety and wellness initiatives and procedures are effectively followed by staff, including campus safety risk management protocols and the Occupational Health and Safety Act (OHSA)

Leadership

- Responsible for providing excellent leadership and administrative support to the staff in Maintenance and Security
- 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.
- Act as a liaison with key partners, internally and externally, to coordinate training plans and change management as it relates to continuous improvement strategies.
- Effectively measure and evaluate performance of direct reports through both formal performance appraisals and informal methods such as regular feedback/coaching.
- Identify opportunities and support the growth of all Residence Facility Coordinators by creating plans that will enable employee development and enhanced performance.

Operations Management - Maintenance

- Accountable for coordinating and leading processes to effectively manage Maintenance programs to provide well-maintained and secure residential communities that are conducive to student learning and engagement.
- Provide day to day leadership of activities to ensure consistent application of maintenance services across all university owned residence facilities working in collaboration with Plant Operations, other Housing and Residences departments,

- Manage cross functional processes in Housing communities where influence is managed rather than having control over the work. This requires planning, scheduling and assigning resources in consultation with key partners.
- Ensures that services are provided in an efficient, consistent and timely manner, minimizing the impact on students and staff whenever possible. This involves a higher level of decision making, especially in light of relocating residents.
- Implement operational standards and procedures to ensure effective and efficient workflow consistency with some consideration given to unique community needs.
- Review work performed to ensure that it meets specifications and established standards within Housing.

Operations Management – Safety and Security

- Accountable for coordinating and leading activities to ensure Residence Facilities security standards are achieved.
- Design and Implement processes for effective building access control and key management.
- Conducting research of current trends, effective methods to support future safety needs and recommendations of each housing community.
- Coordinate and manage end of term/start of term processes that accounts for all key related items and associated access points/security within very tight timelines
- Coordinate fire safety plans and verification processes in conjunction with service providers (internally and externally).
- Ensure safety and wellness initiatives and procedures are effectively followed by staff, including campus safety risk management protocols (safety walk, inspections, etc) and the Occupational Health and Safety Act (OHSA)
- Provides additional support to the Safety Coordinator role for the department.

Emergency Response

- Responsible for planning and executing emergency plans, in conjunction with other departments and units within housing.
- Provides strong leadership and direction when managing urgent facility matters such as floods/fires that have a direct impact on residents and/or the facility that could result in relocation.
- Responsible for executing all cross functional details regarding logistics. Coordinating work, approval of work and communication to all impacted stakeholders, including Residence Life, Marketing, Plant Operations/Central Plant, After Hours, Watcard, Cleaning Services, and any other third party contractor that may be involved.
- Continuously managing logistics and communication through to solution as well as providing detailed rationale to Residence Life as requested.

Fiscal Management

- Accountable for contributing to the effective use of financial resources for Maintenance and Security.
- Manages all financial implications and approves these expenses that arise from emergencies pertaining to third party contractors (services and hotels), watcard office, food services, conference centre, residence life and any student claims regarding damage to their personal equipment/belongings.
- Assists with budget development, processes pcard statements as well as invoices/work requests with internal stakeholders and external vendors.
- Maintain required records of budgets, pcards approvals, work hours, payrolls and other data that contributes to effective and efficient delivery of maintenance and security services
- Follow university policies and procedures for the effective procurement of supplies, equipment, and 3rd party service providers when required.

Job Description



Measurement and Evaluation

- Responsible to collect and maintain Key Performance Indicators and other measures of performance that align with the strategic direction of the Maintenance and Security unit.
- Provide data, progress reports related to effectiveness and continuous improvement goal achievement.

Required Qualifications

Education

- Completion of a post-secondary diploma/degree.
- Combination of relevant education and experience may be considered.

Experience

- Experience supervising staff is required.
- Experience with planning, scheduling, and assigning resources (human and physical) to complete work is required.
- Experience coordinating multiple projects is required.
- Ability to negotiate, resolve conflicts, and solve problems effectively is required.
- Experience working in a student environment is required.
- Experience making evidence-based decisions is required.
- Experience with procurement and managing contract providers considered an asset
- Experience with change management is an asset.

Knowledge/Skills/Abilities

- Working knowledge/background in facilities management is 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 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
- Working knowledge with materials and methods involved in the maintenance and security of buildings is preferred
- Competencies will include, people management, resource allocation, interpersonal, organizational, planning and communication skills

Nature and Scope

- **Contacts:** Interacts regularly with Housing Residence Facility Coordinators, Cleaning Services Supervisors/Assistant Manager, Manager, Graduate/Family Housing, Plant Operations trades staff, and with other staff in the Department of Housing and Residences. Provides direction and support to Housing Residence Facility Coordinators, collaborates occasionally with colleagues in Human Resources, Watcard Office, Parking, Plant Operations and Central Plant, Occupational Health, the Safety Office, 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. Externally interactions with third party service providers such as contractors, fire safety and verification and security.
- **Level of Responsibility:** This position is responsible and accountable for the overall coordination of well-maintained and secure residence facilities, including surrounding grounds. This includes the supervision of all related internal resources (human and physical) and processes in order to fulfill these service requirements. This position provides overall leadership and direction to the staff in the

incumbent's area, through effective supervision and coaching of the work as well as manages all emergency occurrences within the facilities setting. This position provides co-worker support to colleague Supervisors on the Residence Facilities Management Team within the Department of Housing and Residences.

- **Decision-Making Authority:** This position has decision making authority for accountabilities related to the provision of well-maintained and secure residence facilities including surrounding grounds as it relates to day to day management of people, operations and emergency response. These types of decisions include: staff development (recruiting, performance management, development and discipline), service standards, procedures, emergency response, workload/priority management, and expense management for financial accounts related to the incumbent's area. This position is expected to make recommendations to the Manager, Maintenance and Security about improved service opportunities that will positively impact the overall Maintenance and Security processes.
- **Physical and Sensory Demands:** This supervisory 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 with supervisory positions that are responsible for managing and are accountable for full-time employees. The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and /or tight deadlines beyond one's control and constant interruptions (i.e. 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 student residential environment.