

Job Description

Job Title:	Lead Hand, After-Hours Services
Department:	Campus Housing
Reports To:	After Hours Manager
Jobs Reporting:	Lead Hand, After-Hours; Residence Attendants (10.5)
Salary Grade:	USG 6
Effective Date:	November, 2020

Primary Purpose

The incumbent is responsible for delegation and effective communication of the customer service and facility maintenance needs of the residence facilities unit with staff in the incumbent's area, and for coordinating the processes, activities and external service providers.

Key Accountabilities

Leadership

- Responsible for providing excellent leadership to the staff in the incumbent's area.
- Maintain existing positive and productive relationships.
- Assess, create and maintain a set of reasonable expectations to advance the units' processes in line with the Department's mission and the University's strategic goals.
- Evaluate the team culture through regular one-on-one conversations with staff, with the intention to provide aid and promote the group's needs.
- With assistance from the Manager, identify development opportunities for the group in order to support employee growth.
- Provide effective leadership and training to ensure customer service, safety, and quality standards are maintained at all times.
- Ensure 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).

Essential Duties and Responsibilities.

- Schedule, delegate and assign daily work for staff in the incumbent's area.
- Participate in the daily operational front line needs when required.
- Execute and coordinate employee training to ensure that procedures are followed and meet all quality requirements.
- Identify and support safety efforts with the After Hours Manager.
- Complete required documentation relating to daily work flow. (Maintenance calls, room setups, RF support etc.)
- Observe, solicit and communicate a variety of staff needs to the Manager. This may include workload and equipment/supply requirements.
- In coordination with the Manager effectively supervise the policies and coverage requirements relevant to the following issues: sick time, vacation, overtime, leaves of absence, safety/injuries and return to work initiatives.

Provision of After Hours Services:

Job Description



Responsible for planning and coordinating schedules, activities, service and maintenance requests and resources, (equipment, supplies, staff, and external service providers) to effectively provide facility - related services, (cleaning, maintenance and emergency response), in all residence facilities after normal business hours. This requires:

- Collaboration with other Residence Facilities Supervisors and Lead staff/colleagues.
- Create and implement consistent cleaning standards and the most efficient practices for day to day cleaning.
- Develop and maintain effective service practices when attending to all maintenance requests.
- Continual assessment, communication and follow-up for building maintenance requirements, especially between the night and day shifts.
- Plan, enforce and control end of term processes that account for the turn-over of all residence and community spaces within very tight timelines.
- Ensure all resources are coordinated, available and financially accounted for to fulfill the general and emergency response requirements in the incumbent's area.

Project Coordination:

- Responsible for actively coordinating multiple regular and special projects that relate to different Residence Facility areas (Cleaning, Maintenance etc.) and the broader department of Campus Housing.
- Includes conducting research, compiling statistics, developing reports and communicating results.

Inventory:

- Assistance in implementation and management of an inventory control system.
- Collaborate 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, equipment and furnishings within all residences.

Support and Collaboration:

Accountable for supporting after hours requests as they pertain to all Residence Facilities services. This includes:

- Collaboration on process, policy and procedural improvements with the Residence Facilities Management team, project work throughout all University of Waterloo Residence facilities and provide willing assistance in all aspects of our varying services.

Workloading and work system design.

- Required knowledge of how a workloading system is designed, built upon the understanding of space measurement, scope of work development, production rate application, determination of labor hours and job costs.
 - Drafting a scope of work would include implementing a list of tasks and frequencies. A working knowledge of equipment, best practice and standard operating procedures is an integral part of the workloading process.
 - Proven knowledge of APPA and ISSA cleaning production rates in the use of short hand workloading and workloading software applications.
 - Ability to recognize and assess housing facilities using APPAs 5 appearance levels.
- Ability to interpret workloading data in building work schedules and staffing models.

**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">• High school diploma required.• Completion of some post-secondary education preferred.
<p>Experience:</p> <ul style="list-style-type: none">• Experience leading staff within a team• Experience planning, scheduling and assigning resources (human and physical) to complete work• Demonstrated experience coordinating multiple projects• Experience in the identification, assessment and remediation of mold• Experience in the identification of bedbugs and monitoring methods in assessing next steps• Experience working in a student environment is an asset
<p>Knowledge/Skills/Abilities:</p> <ul style="list-style-type: none">• Ability to resolve conflicts and solve problems• Ability to work both independently and with others collaboratively• Proficient computing skills, specifically with Microsoft Office applications• Awareness of web related and mobile communication tools and operational knowledge of information systems• Knowledge in current custodial systems including but not limited to resource allocation and equipment options.• Experience in the use of CleanOps Staff 3ed is considered an asset• 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.• Demonstrated ability in making evidence-based decisions considered an asset• Having competencies in people management, resource allocation, interpersonal and organizational and communication skills is an asset

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with colleague Supervisors and Lead positions in Residence Facilities, as well as, with colleagues in the Department of Housing and Residences. This position provides ongoing leadership to front line Residence Facilities staff in the incumbent's area. Externally this position interacts regularly with 3rd party service providers, (contract cleaning companies, pest control companies) and supply and equipment distributors.
- **Level of Responsibility:** This position is responsible for coordinating the provisions of consistent service in the Department of Housing and Residences' facilities after regular business hours. This includes taking a leadership role with staff workload, managing the various processes and resources in order to fulfill service requirement. This position provides support to colleague Supervisors/Lead position on the Residence Facilities Team.
- **Decision-Making Authority:** This position is accountable for decision making related to the provisions of consistent service to the Department's residences after regular business hours. The types of decisions include business process related to internal and external resource allocation, service standards, procedures and workload/priority management related to the incumbent's area. This position makes recommendations to the Manager, After Hours Services about improved service and business process opportunities that impact the incumbent's functional area.
- **Physical and Sensory Demands:** 60% of the tasks within this role will be performed in an office setting involving minimal physical demands and moderate sensory effort resulting in slight fatigue,

strain, or risk of injury. At times this position will involve physically demanding tasks that could include but is not limited to: lifting, moving furniture and appliances, custodial tasks such as carpet cleaning and hard floor work that requires the use of machinery. These activities require frequent bending, stretching and carrying. The majority of the work is performed indoors: however, the incumbent is required to be outside when traveling between units and disposing garbage and recycling materials. Other assigned duties may require the incumbent to work outside at times.

- **Working Environment:** The role involves minimal to moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. The incumbent will be required to work evenings, with the expectation that weekend and overnight shifts are considered a routine part of the After Hours services provided and requires the incumbent to exhibit a degree of flexibility. There are at times unusual hours or schedules, multiple and/or tight deadlines beyond one's control and frequent interruptions (i.e. phone calls, emails, and unplanned urgent service requests) that are impacted by the varying student volumes that results from working within a student residential environment.