

Job Description

Job Title:	Supervisor, Fleet and Vehicle Maintenance
Department:	Plant Operations
Reports To:	Associate Director, Fleet Management and Sustainable Transportation
Jobs Reporting:	CUPE employees (Automotive Mechanics)
Salary Grade:	USG 9
Effective Date:	December 2023

Primary Purpose

Reporting to the Associate Director, Fleet Management and Sustainable Transportation, the Supervisor, Fleet and Vehicle Shop is responsible for the following areas:

- Daily operation, maintenance, licensing and long-term management of the Plant Ops fleet ranging from small to large, motorized equipment
- Maintenance and Ministry licensing of all University of Waterloo service vehicles (over 150 vehicles)
- Sustainable development and transformation of UW vehicle fleet and Campus Services equipment

University of Waterloo infrastructure comprises of over eight million square feet of space powered by a large 1st Class Central Power plant feeding a sophisticated district energy system connecting over eighty major academic buildings supporting state of the art teaching and ground-breaking research.

Responsibilities will align with Plant Operations' goal of contributing towards providing a safe and accessible, invitingly clean and comfortable, functionally-enriched and well-maintained campus environment through service excellence.

Key Accountabilities

Planning and Financial Management

- Supports the Associate Director (AD) in the development of long-term planning efforts, addressing stewardship responsibilities, and long-term sustainability of the University's campus, facilities, and infrastructure, maximizing opportunities for efficient delivery of campus services and optimal investments in University-wide infrastructure.
- Participates in departmental budget preparation and review process including major repairs, material needs, equipment purchases, and staff allocation (focus on fleet and equipment).
- Participates in the annual capital and operating budget preparation and review process.
- Responsible for the development and maintenance of Plant Operations vehicle master plan for Plant Ops including development of specifications and acquisition protocols.
- Participates on campus wide initiative of electrification of campus fleet.
- Participates in long term planning for fuel distribution on campus.

Operations Management

- Coordinates, schedules, instructs, and supervises unionized staff in the Vehicle Shop
- Coordinates the assignment of available staff resources; providing clear instruction, tools, materials, training as required, evaluation of results and any corrective action, as necessary.
- Participates in the development of safe operating procedures and enforces adherence to applicable codes and standards

- Creates, applies, communicates and embeds new processes to support the development of a more sustainable campus fleet
- Liaises with various University stakeholders providing support and services in a client-focused, service-oriented manner.
- Ensures that comments, requests, or complaints are addressed professionally and in a timely manner.
- Oversees specific vehicle services at remote locations.
- In coordination with the Supervisor Grounds Services ensures that grounds vehicles are able to respond to all weather-related events to provide safe access to campus (snow, ice, floods, wind related debris).
- In coordination with Supervisor Custodial and other stakeholders ensures that custodial equipment is maintained

Process Improvement

- Ensures that continuous process improvement and change management is incorporated into regular review/updates of assigned division.
- Develops processes and exception routines in support of Winter Maintenance.
- Regularly reviews, maintains, and develops work processes and practices adjusting to maximize effective and efficient fleet management.
- Ensures alignment of outcomes and requirements with University and department strategies and values.
- Supports the implementation of sustainability initiatives in daily operations, continuously looking for ways to enhance practices to be more sustainable.

Fleet Management

- Manages, prioritizes, assesses, schedules and coordinates the service, inspection and repair needs for a fleet of approximately 50 vehicles in addition to heavy and small engine equipment as well as welding and fabrication repairs e.g. cars, trucks, vans, tractors, loaders, snow removal equipment RTV's, ATV's, golf carts, boats.
- Provides fleet asset life cycle projections.
- Ensures that new technological and process advances are taken into consideration when updating campus vehicle fleet.
- Works with finance/insurance contact to assist in departmental vehicle accident assessments. This includes obtaining costing/replacement estimates and completing damage reports.
- Acts as the University's authority on vehicle safety inspections. Accountable to an enforcement officer concerning the operation of a MVIS (Motor Vehicle Inspection Station).
- Ensures that all valid certificates and licenses are up to date and visibly displayed in the shop relating to the operation and repair of a Motor Vehicle Inspection Station. (MVIS)
- Procures and administers the fuel inventory, accounting, reconciliation, and log of fuel deliveries while managing the fuel distribution outlet for University fleet vehicles.
- Works collaboratively with Campus stakeholders in the development of successful preventative maintenance practices and service schedules.
- Participates in the development of Fleet Standards, promoting & ensuring adherence with the applicable standards

Equipment Management

- Manages, prioritizes, assesses, schedules and coordinates the service, inspection and repair needs for a substantial inventory of Campus Services equipment (electric and gas powered).
- Provides fleet asset life cycle projections.
- Identifies the need for repairs, upgrades developing sustainable operation and evergreen plan.

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- Ensures that new technological and process advances are taken into consideration when updating campus services equipment.

Project Management

- Manages special projects as assigned through the Work Order system or as requested by the Associate Director
- Supports the AD consulting with departments to develop scope of work ensuring feasibility of requested work.
- Prepares project plan, coordinates activities, and follows sound procurement processes when ordering materials and contracting services.
- Provides input and technical advice regarding landscape design on large projects and campus wide initiatives.

HR & Staff Management

- HR & Staff Management
- Fosters a client-focused, service-oriented, positive work environment, ensuring the wellbeing and workplace health and safety for all employees.
- Coaches, trains, and manages the performance and productivity of assigned staff, issuing disciplinary measures in accordance with UW Policy and the CUPE Local 793 Collective Agreement if needed, escalating to the Manager as appropriate.
- As required responds to grievances, recommending resolutions in accordance with the collective agreement.
- Provides recommendation on skill makeup and staffing requirements for recruitment of new fulltime, temporary, and seasonal employees.
- Participates in talent acquisition for assigned division.

Health and Safety

- Ensures all staff are current with mandatory training as outlined by the Safety Office and various government regulatory bodies.
- Identifies and coordinates, in consultation with the Manager, training and development for staff.
- Active in health and safety and incident prevention by establishing, adhering to, 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.
- Performs inspections of the workplace and the investigation of workplace accidents in accordance with UW Health & Safety programs.
- Ensures that maintenance and operation all assigned vehicles comply with Ministry of Transportation regulations.
- Ensures that maintenance and operation all assigned equipment comply with applicable safety regulations and codes.
- Ensures that Standard Operating Procedures regarding safe operation of UW vehicles and developed and available to users.
- Ensures adherence to Standard Operation Procedures by Plant Ops staff.

**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

- Certificates of qualification in the field of Automotive Service Technician and Truck and Coach Technician are required for fleet service.

Experience

- 3-5 years' progressive experience in a leadership role
- Extensive knowledge/experience with the maintenance/issues related to a large fleet operation containing vehicles, agricultural and heavy equipment is required, including the development of cost-effective and streamlined procedures to minimize downtime and project for appropriate maintenance cycles.
- Individuals with significant experience and proven abilities may be considered

Knowledge/Skills/Abilities

- Strong experience in diesel and small engine diagnostics and repair is required.
- Ability to manage licensed and non-licensed trade people in a diverse unionized environment.
- Sound technical knowledge and the ability to work with various stakeholders to assess and recommend services, make decisions about vehicle fitness, and diagnose repairs and maintenance in accordance with applicable protocols and standards including MTO regulations
- Excellent communication skills with a deep commitment to customer service.
- Demonstrated ability to take initiative and incorporate innovation.
- Exemplary organizational skills.
- Excellent communication and presentation skills.
- Strong problem-solving and ability to prioritize.
- Ability to build rapport and motivate others.
- Proficient in MS Word, Excel, Power Point, Outlook, and Computerized Facilities Management System.
- Skilled in project management.
- Valid Driver's license.
- Excellent ability to operate a wide range of motorized and non-motorized vehicles.
- Extensive knowledge of land management equipment and their application.

Nature and Scope

Contacts: Works closely with Sustainability and Procurement. The Supervisor will routinely interact with members of the general campus community, faculty and staff of academic departments, senior administrative staff as well as outside contractors, consultants, and regulatory authorities.

Level of Responsibility: Manages daily operation of assigned division, ensures regulatory compliance, and safety. Has a major impact on the reliability and life of equipment required for essential services and the safety of campus and the community. Responsible for the transition of the Fleet to a sustainable model. Ensures that service priorities are followed up / completed. Holds decision making authority on removing a fleet vehicle from service

Decision-Making Authority: Makes decisions on operation, timelines, resources required to meet strategic objectives.

Physical and Sensory Demands: The ability to multitask and make decisions. Normally, low physical demands typical of a management position operating in an office. Some requirements for moderate physical activities include sitting, standing, walking, climbing, bending and crouching.

Working Environment: Exposure to unpleasant environment conditions such noise, chemicals,

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odours, and adverse weather conditions. Exposed to stress and pressure associated with supervisory level responsibilities, financial oversight, and confidential human resource leadership.