

Job Description

Job Title:	Supervisor, Fleet & Grounds Services
Department:	Plant Operations
Reports To:	Associate Director, Parking, Grounds and Transportation
Jobs Reporting:	Automotive Mechanics, Equipment Operators, Groundspersons
Salary Grade:	USG 10
Effective Date:	April 2021

Primary Purpose

Reporting to the Associate Director, Parking, Grounds and Transportation, the Supervisor, Fleet & Grounds Services is accountable 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 vehicles (over 110 vehicles)
- Daily operation of grounds staff and heavy vehicle operators to ensure safety and efficiency of work.

University of Waterloo infrastructure comprises of nearly 1200 acres of land with over eight million square feet of space powered by a 1st Class High Pressure Power plant feeding a sophisticated district energy system located on over a thousand acres of land.

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 & 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 a manner that ensures proper maintenance of all University roads, walks, parking lots in the summer period and snow and ice control in the winter period.
- Coordinates the assignment of available staff resources; providing clear instruction, tools, materials, training as required, evaluation of results and any corrective action, as necessary.

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- Enforces the use of safe operating procedures, adherence to applicable codes and standards, and creates new processes as needed.
- Supports the AD in selection of outside contractors and consultants for projects and activities that cannot be completed with assigned staff.
- 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 delivery of area-specific services at remote locations.
- Provides technical support in infrastructure renewal from planning to implementation (roadways, pathways, etc).
- In coordination with the Supervisor Landscape & Road Services, ensures that grounds department responds to all weather-related events to provide safe access to campus (snow, ice, floods, wind related debris).
- Oversees the maintenance of all University roads and pathways, and coordinates contractor work for the repair of asphalt, concrete, interlocking surfaces, cleaning of catch basins, and line painting.

Fleet Management

- Manages, prioritizes, assesses, schedules and coordinates the service, inspection and repair needs for a current fleet of 115 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.
- Provides technical support for the section; identifies the need for repairs, upgrades or programming revisions and implements the required changes. Investigates, trouble-shoots and devises solutions to problems either directly or by having resources to call upon.
- Works with finance/insurance contact to assist in departmental vehicle accident assessments. This includes obtaining costing/replacement estimates and completing damage reports.
- Liaison for the University's authority of safety inspections and accountable to an enforcement officer concerning the operation of a MVIS (Motor Vehicle Inspection Station) as overseen by the Executive Director of Plant Operations.
- 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.

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

- Fosters a client-focused, service-oriented, positive work environment, ensuring the wellbeing and workplace health and safety for all employees.

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- 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 Associate Director if appropriate.
- Responds to grievances when they arise, 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.
- Ensures all staff are current with mandatory training as outlined by the Safety Office.

Health & Safety

- 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 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 familiar with a unionized environment.
- 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.
- Experience in diesel and small engine diagnostics and repair is required.
- Experience supervising staff preferably in unionized environment

Knowledge/Skills/Abilities

- Knowledge of year-round grounds operations and procedures to assemble crews with the proper qualifications/ licenses/training to maintain the University campus and outlying areas in all weather conditions.
- 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.

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- Knowledge of trade licensed qualifications necessary to effectively recruit a workforce that can maintain the wellbeing of campus community and infrastructure.
- Excellent communication skills with a deep commitment to customer service
- Demonstrated ability to take initiative and incorporate innovation
- Exemplary organizational skills
- Strong problem-solving skills is critical
- Intermediate skill level in the following programs: MS Word, Excel, Outlook, ARCHIBUS

Nature and Scope

- **Contacts:** The Supervisor is the first point of contact for unionized employees in response to labor relations issues. 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. Ensures that roadways and pathways are clear of ice, snow, and debris and safe for campus community to use. Has a major impact on the overall cost of operation of the University, affecting the reliability and life of equipment and the safety of campus and the community
- **Decision-Making Authority:** In communication with the Associate Director makes decisions on operation strategies, timelines, recommends staffing resources to meet strategic objectives.
- **Physical and Sensory Demands:** The ability to multitask and make decisions under pressure (eq. snow removal and emergency calls). Moderate physical demands include exposure to unpleasant environment conditions such confined spaces, noise, chemicals, odors, and adverse weather conditions.
- **Working Environment:** Extremely varied; split between office work and outdoors during times of extreme conditions to assist with landscape planning/snow removal and unforeseen events. Subject to being phoned for advice or called in after hours to supervise or consult on emergencies/snow events at any time. Responsible for after-hours calls and staff supervision.