

## Job Description

---

<b>Job Title:</b>	Manager, Operation Campus Services
<b>Department:</b>	Plant Operations
<b>Reports To:</b>	Director, Campus Services
<b>Jobs Reporting:</b>	CUPE employees (Buildings Attendants 14), Supervisors, Grounds (2)
<b>Salary Grade:</b>	USG 11
<b>Effective Date:</b>	December 2023

---

### **Primary Purpose**

Reporting to the Director, Campus Services, Plant Operations, the Operations Manager Campus Services, is responsible for the prudent, effective planning, management and delivery of daytime custodial operation and grounds services on all University campuses.

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**

#### **Strategic Planning**

Supports the Director, Campus Services, with the development of multi-year plans for the Campus Services portfolio:

- Waste management, recycling, and contracts to support University Shift Neutral mandate
- Groundskeeping & Winter maintenance
- Planning efforts for Collective Bargaining

#### **Operations Management**

- Plans and manages the delivery of custodial and grounds services in a logistically efficient manner ensuring the effective and fiscally responsible delivery of dayshift operations across all university campuses.
- Plans, leads, and directs the activities of supervisors and staff reporting to the position, determining fluctuating priorities throughout the day reallocating workload as required to the situation.
- Ensures compliance with all relevant legislation and licensing requirements, including regulations, codes and standards, policies and procedures and adherence to CUPE 793 Collective Agreement.
- Enforces the use of safe operating procedures, adherence to applicable codes and standards, and creates new processes as needed.
- Liaises and collaborates with other Facilities units as well as campus community to coordinate maintenance and repair efforts and identify/address health and safety concerns.
- Provides information for metrics to maintain and improve operational efficiency.
- Compiles, analyzes and maintains statistical data/reports of the operations, including timekeeping, attendance absence management, safety and regulatory training and compliance, campus cleanliness ratings, inventory and product consumption.

## Job Description



- Operates within allocated resources; ensures the efficient use of physical, fiscal and human resources, maintaining records of staff work assignments, supplies and equipment allocations among the assigned work groups.
- Evaluates and monitors the effectiveness of products, materials, tools, and powered and non-powered equipment.
- Ensures campus grounds are maintained to allow safe passage of pedestrians and that internal spaces are invitingly clean and comfortable and well-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 for recurring special events (Hack the North, Convocations, etc).
- Regularly reviews, maintains, and develops work processes and practices adjusting to maximize effective and efficient delivery of Grounds and Custodial Services.
- 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.

### **Project Management**

- Manages established external contracts and participates in RFP development, scoring, awarding and implementation.
- Monitors progress and ensures that external contractors deliver service in accordance with contractual obligations.
- Liaises with contractors to coordinate alternative service arrangements for special campus events or to respond to critical needs.
- Provides project management leadership in Waste Management Custodial and Grounds.
- Liaises with stakeholders to establish clear, concise agreed upon project/program objectives/goals/vision, benefits, scope and success criteria.
- Identifies and communicates the service impact of project implementation /service interruptions/ new builds and creatively problem solves to identify innovative and efficient solutions to maintain efficiency.
- Establishes realistic plans that proactively anticipate and manage risks, issues, tasks, schedules, communications, quality, benefits, procurement, and delivery of solution(s) throughout the project/program life cycle.
- Fosters responsiveness, collegiality, continuous improvement, and a high level of customer service.

### **Client Management and Customer Service**

- Fosters development of relationships across the campus community and with local community partners.
- Manages incoming service requests from campus community as well as external entities. Responsible for resolution and support of complex requests including development of schedules and preparation of cost estimates.
- Ensures that all challenging issues and complaints are addressed professionally and in a timely manner.

### **HR & Staff Management**

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

## Job Description



- 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.
- Evaluates work of assigned staff to the established service level standards and expectations, identifying training needs and coordinating professional development opportunities and training
- 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.
- Conducts Annual Performance Appraisals with direct reports and ensures adherence to annual performance planning and review process within the department.
- Supports and motivates custodial and grounds staff and supervisors, fostering a client-focused, service-oriented work environment while maximizing efficiencies for operational consistency and effectiveness - creating an environment of shared purpose and collaboration amongst diverse group(s) of team members.
- Demonstrates appropriate responses to others' emotions and actions during difficult situations and conflicts.
- Advises Director Campus Services on staffing requirements.

### **Health and 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.

*\*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**

- Post- secondary education in business management, facilities management or equivalent combination of education and experience.
- Certified in Smart about Salt is an asset.

#### **Experience**

- Minimum five (5) years of progressive experience including supervisory/leadership role and project management in facilities or environmental services within the institutional sector, such as post-secondary education, hospital or regional government.

#### **Knowledge/Skills/Abilities**

- Sound working knowledge of property and facilities management principles, services and operations.
- Knowledge of Waste Management legislation, operations and sustainability initiatives.

## Job Description



- Experience in flood and emergency management.
- Ability to organize and support large events involving multiple stakeholders.
- Proven ability to effectively manage multiple priorities and exercise prudent judgement.
- Ability to manage licensed and non-licensed trade people in a diverse unionized environment.
- Ability to exercise confidentiality and diplomacy.
- Excellent communication skills with a deep commitment to customer service.
- Demonstrated ability to take initiative and incorporate innovation
- Exemplary organizational skills.
- Experience in procurement of large value contracts.
- Proven ability to project and manage large and complex initiatives.
- Excellent communication and presentation skills.
- Critical thinker with strong problem-solving skills 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.

### Nature and Scope

- **Contacts:** This individual will communicate with a range of internal and external stakeholders, staff and students.
- **Level of Responsibility:** Responsible for effective execution of dayshift operations. Ensures that service priorities and projects are followed up/completed. Responsible for the integration of services while ensuring the implementation of department strategy. Responsible for the development of project scheduling and completion. Ensures regulatory compliance, and safety. Has a major impact on the reputation of the University and the Plant Operations department within the university.
- **Decision-Making Authority:** Makes decisions on timelines, budget allocation, and staffing resources to meet strategic objectives. Develops complex plans for divisional support of high-profile large-scale special events (convocation). Supports UW communication, Safety Office in management of emergencies such as floods.
- **Physical and Sensory Demands:** The ability to multitask and regularly make decisions under pressure (eg. snow removal and emergency calls). Moderate physical demands - activities include sitting, standing, walking, climbing, bending, and crouching. Daily project site visits required. Some travel between sites required. Some requirement for intense concentration and working under pressure in a contentious environment /in adverse weather conditions and temperature extremes. Exposed to stress and pressure associated with manager level responsibilities for critical services and confidential human resource leadership
- **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.