

Job Description

Job Title:	Associate Director, Maintenance
Department:	Plant Operations
Reports To:	Director, Maintenance and Utilities
Jobs Reporting:	Maintenance Supervisors, Building Section Supervisors
Salary Grade:	USG 13/14
Effective Date:	January 2020

Primary Purpose

The Associate Director, Maintenance provides senior leadership and direction to a group of tradespeople from across multiple functional areas. This position functions as a technical specialist and leads in the coordination of cross-disciplinary and compliance-oriented maintenance activities for the University campus, facilities and infrastructure, while collaboratively contributing towards providing a safe, accessible, invitingly clean, comfortable, and well-maintained campus environment.

Key Accountabilities

Strategic Planning

Assists with and supports the department's strategic planning efforts addressing stewardship responsibilities and long-term sustainability of the University's campus, facilities and infrastructure and maximizing opportunities for efficient delivery of campus services and optimal investments in University- wide infrastructure.

Operations and Project Management

Participates in a multi-disciplinary operations project team, providing leadership and technical support in the design and delivery of ongoing maintenance programs. While primarily focusing on activities related to life safety, code and regulatory compliance, responsibilities include other preventive / predictive programs that involve multiple functional areas across the facility to assist with removing barriers to achieving the overall objectives of the department and University.

- Provides leadership, quality assurance, code compliance oversight and technical guidance to the Supervisors and tradespeople within the department, as well as campus client groups.
- Analyzes existing building systems and operations, identifying enhancements to processes and procedures.
- Reviews maintenance schedules with client groups and works to mitigate impacts on ongoing campus activities.
- Prepares reports recommending improvements to building systems and implements improvements to existing systems.
- Develops Requests for Proposals / Quotations and tender documents related to contracted maintenance activities.
- In compliance with University procurement policies and broader public sector guidelines, advertises, evaluates, awards and administers contracts for service, repair and capital improvement work.
- Acts as the Project Manager for identified capital repair and renewal projects.
- Assists with short- and long-term campus and facilities planning, supporting the departments' strategic and operational direction.
- Assists with the development of energy and cost-conscious design, maintenance, and operation

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<p>policies.</p> <ul style="list-style-type: none">• Plans activities to meet the strategic and operational needs of the University and the department.• Develops and administers the department budget and operates within allocated resources, ensuring the efficient use of human, fiscal and physical resources.• Identifies and plans for the replacement of capital equipment to ensure compliance with legislation, codes and regulations.• Monitors changing legislation and regulations and ensures maintenance programs achieve compliance.• Develops project plans, schedules and budgets.
<p>Health & Safety</p> <p>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.</p> <ul style="list-style-type: none">• 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.• Ensures contractor safety performance in compliance with established department standards.• Assists with the development and delivery of risk management programs (hot work, service impairment, LOTO, etc.).• Works with the Safety Office, JHSC and department representatives to assist with campus wide safety initiatives and policy compliance.
<p>General Management</p> <p>Responsible for employee relations of staff reporting to the position, including unionized employees, fostering a client-focused, service-oriented work environment while establishing and maintaining good working relationships among all staff.</p> <ul style="list-style-type: none">• Coaches, evaluates, and supervises support staff, fostering a positive work environment.• Establishes and maintains good working relationships with management, staff, clients, service providers and representatives of regulatory authorities (AHJs) that interact with the University.• Proactively deals with performance matters and initiates or supports disciplinary processes consistent with University policy, the collective agreement and departmental guidelines.• Assesses the need for and provides or assists with providing training and professional development to staff with respect to workplace health and safety, code and regulatory changes as well as ensuring maintenance of technical competency.
<p>Other</p> <ul style="list-style-type: none">• Performs other related duties and responsibilities as assigned and supports departmental activities.

**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">• Certificate of Apprenticeship and Certificate of Qualification in a construction related field, post-secondary education in a construction related field or an equivalent combination of education and
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experience.

Experience

- The incumbent will have minimum ten (10) years of progressive experience as a licensed tradesperson or technologist, with at least five (5) years' experience in a leadership role in facility operation, construction or management within a major institutional or industrial sector.
- Physical Plant operational and management experience within the post-secondary sector is an asset.
- Extensive knowledge related to fire, life safety, plumbing, electrical and all other facility management related codes, including building HVAC, automation, mechanical infrastructure, building structure, envelope and conveyance systems is required.
- Experience managing unionized employees and maintaining understanding of labour relations issues and interpretation of a collective agreement is an asset.

Knowledge/Skills/Abilities

- Demonstrated track record of effective leadership and collaboration with colleagues and direct reports.
- Broad understanding of all aspects of building design and construction.
- Ability to produce quality deliverables and to effectively monitor and manage projects.
- Strong analytic, oral, and written communication skills.
- Experience in institutional projects is preferred.
- Excellent conflict resolutions skills.
- Excellent judgment and strong problem-solving skills, including the ability to understand the financial impact of relevant options.
- Excellent communication and interpersonal skills, with a deep commitment to customer service, proven innovative approach to problem solving and an aptitude towards service excellence and responsiveness.
- Candidate must be effective working in cross-functional teams comprised of trades, operators and other technical staff.
- Must be flexible and adaptable to changing requirements, and responsive to client needs.

Technical

- Intermediate in the following programs: MS Word, Excel, PowerPoint, Archibus Facility

Nature and Scope

- **Contacts:** This position comes in contact with a wide variety of internal and external people at all levels of responsibility. Must maintain excellent relationships with all of these people. This requires excellent personal and communication skills.
- **Level of Responsibility:** The position provides leadership, supervision and technical guidance to direct reports within multiple trades disciplines, and is responsible for ensuring compliance with regulatory requirements.
- **Decision-Making Authority:** Responsible and accountable for the safe and cost-effective operation and maintenance of the University. Has financial approval authority within pre-established limitations.
- **Physical and Sensory Demands:** Moderate physical demands, with time spent both within an office and industrial type environment. Project site visits as required.
- **Working Environment:** Team environment predominately in an office-based setting, and involving collaboration with all business and operating units within the department and across the University.