#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Supervisor, Caretaking Services

**Job Number:** X-139 | VIP: 1142

**Band:** EXEMPT- 5

**Department:** Facilities Management

**Supervisor Title:** Manager, Environmental Services

**Last Reviewed:**  December 11, 2014

#### **Job Purpose:**

The Supervisor, Caretaking Services manages the caretaking operations for the Facilities Management Department and supervises all Caretakers. The goal of the Supervisor, Caretaking Services is to provide environmentally clean facilities to promote student learning and effective working environments.

#### Key Activities:

* Responsible for scheduling staff (60+) in Peterborough and Oshawa locations. Staff schedules must be adjusted on a daily basis due to planned and unplanned staff absences (i.e. sickness, vacations), changes in weather conditions (i.e. snow, rain), changes in department needs (e.g. Conferences), special events (e.g. Convocation), urgent requests, emergency situations, etc. Consideration must always be given to implications from Collective Agreement (e.g. following seniority) and University/Department Policies and Procedures.
* Create and update cleaning routines taking into consideration shift duration, time of year, room usage/purpose, etc. Follow up with staff and monitor to ensure that work is completed and appropriate for time allocated. Adjust cleaning routines, as needed, to ensure the appropriate use of resources. Conducts walkthroughs of facilities to ensure that cleaning is thorough and complete, picks up broken equipment and reports building deficiencies as required. Makes minor repairs, as required, to dispensers/equipment such as paper towel holders or toilet paper dispensers.
* Responsible for hiring all staff including completing hiring paperwork, interviewing staff, checking references, and presenting appointment letters. Authorizes and submits all staff timesheets to Payroll Department for processing. Approves requests for time off (vacation, compassion, other).
* Responsible for all staff performance management and discipline. As appropriate, works with the Human Resources Department to address disciplinary concerns, staff issues, clarify procedures, etc.
* Responsible for ensuring that an appropriate supply inventory is maintained. Purchases equipment, as needed, and arranges for service of vacuums and auto-scrubbers. Liaises with outside contractors for provision of services such as laundry and pest control.
* Responsible for staff training including orientation of new staff, and arranging for other training through external resources such as vendors, Health & Safety agencies, etc.
* Conducts regular staff meetings for day/evening/Oshawa staff to discuss any concerns (staff or management), advise of upcoming changes, conference related information, etc.
* Liaises regularly with other departments (Conferences, Housing, Colleges, Room Bookings, Food Services, Facilities Management, etc.) to share information, address concerns, and ensure that cleaning needs are being met.

#### Education Required:

* College Diploma (2 year) in a related field such as Office Management or Administrative program.

#### Experience/Qualifications Required:

* Three (3) years’ related experience, including supervisory experience, preferably in a unionized environment.
* Relevant materials and equipment handling/training experience; proven ability to lead and train staff, including training on the use of chemicals, cleaning techniques, and equipment.
* Familiarity with campus buildings is an asset.
* Strong organizational, interpersonal and communication (written and verbal) skills.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Intermediate level of computer skills in Microsoft Word and Excel.
* Ability to work under pressure with frequent interruptions; ability to handle constant change and disruptions.
* Must hold a valid Ontario Driver’s Licence – Class ‘G’ minimum; as a condition of employment, verification of competency is required by producing an original Province of Ontario driver’s abstract, current to within 30 days of the date of the conditional job offer.
* Criminal Record Check (dated within the last 6 months) will be a required condition of employment.

**Job Evaluation Factors:**

##### Analytical Reasoning

Scheduling staff is challenging due to the frequency of absences with a team of 60+ staff. Absences occur due to sickness, vacation, compassionate and bereavement leaves. Reported absences must be dealt with immediately to ensure that proper cleaning is maintained and adhering to University standards regarding cleanliness, health & safety. There is a significant additional challenge in balancing the needs of the University while also respecting the Collective Agreement, as well as the University Policies and Procedures. When scheduling, the Supervisor, Caretaking Services must assess risks and dangers to staff as well as faculty and students. Prioritizing when resources are limited requires a significant amount of judgement and independence.

The Athletics Centre is open 364 days per year – evenings and weekends – staff have to be scheduled for all of these times and absences must be dealt with immediately.

##### Decision Making

The Supervisor, Caretaking Services is completely responsible for hiring and performance management of staff, establishing staff schedules and routines, training staff, approving timesheets and vacation/absence requests, and ordering supplies and equipment.

##### Impact

If staff conflicts and complaints are not dealt with in a timely manner and in accordance with the Collective Agreement and previous Union decisions, it may result in excessive absenteeism, low morale/productivity, grievances and potentially arbitration which can be of substantial cost to the University.

If buildings aren’t cleaned or unlocked it causes a disruption in classes, meetings, and events.

If risks and dangers to staff and others are not properly assessed and dealt with in a timely manner, injuries, WSIB claims and/or potential litigation are a risk.

Avoid bad public relations issues by ensuring Campus is clean and available for guests.

##### Responsibility for the Work of Others

Caretakers - University employs 60+ Caretakers (OPSEU staff) including day, evening, and weekend staff in both Peterborough and Oshawa.

Students - For recycling during academic year.

##### Communication

Internal:

* Conference Services
* Housing
* Food Service Provider
* Facilities Management
* Other Internal Departments

External:

* Contractors

##### Motor/ Sensory Skills

* Driving - Required to travel to Oshawa at least once a month.
* Mobility – walking and driving. Travel to and through campus buildings regularly. Have to carry supplies and equipment to and from buildings up and down stairs in all types of weather. Use and demonstrate equipment. Fine motor skills required for typing and writing. Gross motor skills are needed such as lifting, bending, etc.
* Sensory skills used sight, touch, smell, hear to check equipment and areas to assess problem.

##### Effort

Mental:

* Prolonged Focus - Creating routines, scheduling and prioritizing.
* Driving - Focus required when driving around campus and to Oshawa location.

Physical:

* Walking - At least 60% of the job is out of the office visiting buildings, interacting with staff, etc.
* Lifting, Carrying - Equipment and supplies in and out of buildings in varying weather conditions.
* Repairing equipment - Minor repairs such as replacing wheels on vacuums, unclogging hoses, and paper towel/toilet paper dispensers.

##### Working Conditions

Physical:

* Weather - Going in and out of buildings throughout day (exposure to hot, cold, rain, snow, icy conditions, especially when arriving in the morning before other PRD staff have shovelled walkways, driving to Oshawa)Going in and out of cold early mornings and nights or extreme heat and humidity in buildings.
* Chemicals - Supervisors are exposed to numerous chemicals used with cleaning supplies and equipment (e.g. large batteries), spraying for bees/flies, rodent bait boxes.
* Hazards - Box up ‘sharps’ from Health Services and Nursing – represents a potential health hazard.

Psychological:

* On Call - Caretakers are scheduled on evenings and weekends. Frequently are getting called during these times to respond to questions and assist with addressing emergencies and/or concerns.
* Lack of Control over Pace of Work - Unexpected absences, departmental needs, conference Bookings, create a constant challenge with juggling schedules and prioritization.
* Interruptions
* Stress - Due to size of group and importance of seniority to entitlement to preferred schedules, regular positions and additional hours a lot of additional pressure is placed on the Supervisor, Caretaking Services.
* Complaints/Conflicts - From staff, faculty and students who are frustrated or angry. Staff don’t like changing work location, hours, cleaning routines, co-worker conflict.
* Early/Late Hours - Supervisors start work at 6:00 a.m. and 2:00 p.m. and work until 3:00 p.m. or 11:00 p.m.– early/long hours.
* Extended Hours - Due to travel to Oshawa, attendance at training courses, training new evening or weekend staff, checking in on evening/weekend staff.