#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Facility Services Coordinator

**Job Number:** A-306 | VIP: 1201

**Band:** OPSEU-8

**NOC:** 1411

**Department:** Housing Services

**Supervisor Title:** Assistant Director, Residence Operations & Services

**Last Reviewed:**  April 27, 2022

#### **Job Purpose:**

Under the general direction of the Assistant Director, the Facility Services Coordinator is responsible for the overall residence building conditions and facility services for university owned and leased properties. This position will provide operational leadership to the housing facility team primarily leading and work alongside staff to carry out facility services to ensure an exceptional living experience.

#### **Key Activities:**

**Planning 10%**

* Under the general direction of the Assistant Director, Residence Operations & Services, assists with the development and execution of a five-year Operational plan and budget for the Peterborough and Durham residence properties
* Contribute to the development and implementation of the 10-year residence facilities and asset renewal plan
* Under the general direction of the Assistant Director, Residence Operations & Services, develop the annual maintenance budget and the incumbent is responsible to control the expenses, physical assets, supplies and equipment
* Under the general direction of the Assistant Director, leads departmental asset management initiatives and considers the long-term asset life cycle in decision-making
* Collaborate with the Operations & Projects Coordinator, in partnership with Facilities Management and Lease Property managers, to consult and coordinate the planning, renovation, and commissioning of major capital projects (major renovations and capital building programs impacting Housing Services
* Collaborate with the Operations & Projects Coordinator, in partnership with Facilities Management, to maximize facility space use by coordinating cleaning and maintenance activities to have the least impact on occupant activities and programs

**Facility Services & Maintenance 60%**

* Under the general direction of the Assistant Director, responsible to establish, monitor and continuously improve the facility services (cleaning, waste removal, maintenance, grounds etc.) meets the expectations of students/occupants
  + Work with the Housing Operations & Services team to establish policies, procedures, and processes to deliver services in an efficient and resource effective manner
  + Disseminate information to students, occupants and staff regarding facility services and maintenance
  + Oversees the Housing Services work orders process, working with the Business Systems Analyst to improve the flow of work and student experience to meet service standards
  + Acts as a major user of the Student Housing Management System and the lead for inventory management, building conditions, work orders and related records management
  + Determine service order priorities based on work description, availability of resources, current workload and assigns work to Facility & Operations Assistants, FixIt or an external contractor
  + Assigns individual work orders based on individual workloads, nature of the work, priorities, requested completion dates and locations
  + Coordinate and liaise with outside contractors for provision of services
  + Lead response related to escalated facility issues communicating directly with students, occupants, and parents to negotiate resolution where required
  + Work with the Operations team to ensure residence accessibility and accommodation needs are met
  + Acts as the primary back-up to the Operations & Projects Coordinator related to all aspects of residence access (physical keys, tracer electronic key boxes, Axiom swipe key system)
  + Work with the Operations & Projects Coordinator to purchase, deliver and install physical assets over $5,000 coordinating all related aspects
  + Lead the facility and operational aspects of special event and initiative support
* Provides supervision, oversight, and direction to the Facility & Operations Assistants (2) and student workers (4)
  + Responsible for staff training including orientation of new staff, and arranging for other training through external resources such as vendors, where required
  + Conducts regular staff meetings to disseminate information, discuss any concerns (staff or management), advise of upcoming changes
  + Direct and monitor the completion of work quality to provide feedback
* Under the general direction of the Assistant Director, responsible for the physical condition of the residence buildings, grounds, amenities to support a safe and enjoyable living environment
  + Completes a facilities assessment framework based on institutional and departmental facility standards including reporting, where required
  + Develop, coordinate, and execute facility audits and responsible for room space preparation including quality assurance processes to inspect facilities and supervise the competition of this work reporting to the Assistant Director
  + Develop audit tools using the Student Housing Management System (StarRez) to track asset inventory, conditions, preventative maintenance, work orders, and documentation for damages
  + Use data to identify and prioritize asset renewal
* Liaise with Facilities Management to:
* Review short, medium, and long-term plans
* Develop maintenance plans for weekly, monthly, and yearly routine cleaning, and maintenance tasks
* Participate in the creation, maintenance, and prioritization of deferred maintenance work and/or any special projects that affect that facility management of the residence properties
* Monitor work orders assigned to Facilities Maintenance, identify recurring maintenance issues, and develops mitigation strategies
* Articulate the impact of Facilities Maintenance work on residents and on-site staff, this may include negotiating scheduling and scope of work to minimize impact or otherwise develop solutions to support occupants
* Establish response protocols related to health and safety concerns (reported pests, mold, utilities) to ensure residential living standards and comfort are maintained
* Under the general direction of the Assistant Director, work with the Housing Operations & Services team to create policies for inventory controls (e.g., furniture, operational supplies, etc.) and allocate resources to support goals and standards.
* Ensure storage spaces are organized, equipment labeled, tidy and clean
  + Responsible for ensuring that an appropriate supply inventory is maintained
  + Purchase equipment and supplies, as needed
  + Review audits and analyze variances to make inventory or procedure adjustments
* Responsible for fleet vehicle maintenance program
* Use vehicles and equipment to move, relocate and dispose of university assets, including appliances, room/office furniture, signage, equipment, supplies etc.
* Completes work orders where required

**Leased Properties Liaison 10%**

* Act as the main point of contact with the Leased Property Managers for the Durham Residence, Otonabee and Water Street Annexes (+1,000 beds) including resolution of emergent operational, and facility related issues
* Act as the university liaison working with students, occupants, staff, and Leased Properties to identify facility issues and ensure delivery of services equivalent to university operated facilities
* Participate in periodic reviews of partnership arrangement and parameters relating to contracts, operations, facilities, and services. Work with partners to remediate issues.
* Work collaboratively with Property Managers and their staff to implement facilities maintenance, preventative measures, and address student issues
* Disseminate information to students, occupants and staff related to facility and operational matters
* Maintain records to support contract administration
* Participate in regularly scheduled meetings

**Health & Safety 10%**

* Under the general direction of the Assistant Director, develop facility services protocols and related health and safety work procedures as they apply to Housing Services and deliver training to staff and disseminate information on health and safety matters
* Maintain emergency response practices to support the Residence Life Coordinators and Housing Leadership team support after hours facilities and operational issues
* Contributes to the development of health and safety policies and ensures that all related policies are up-to-date, and ensure residence facilities provide a safe living environment
* Ensure all emergency and life safety systems are operable, escalating issues to Facilities Management as required
* Advise the Assistant Director on matters relating to Health and Safety and Residential Tenancy Act matters, reporting emergent issues to the Housing Leadership Team where required
* Coordinate the health and safety audit process for residence properties, and reports information to Risk Management; follows up to resolve concerns or deficiencies
* Supports Risk Management in the implementation disaster recovery programs
* Provides emergency call-in response for unplanned incidents

**Other 10%**

* Serve as a contributing member of the Student Housing & Residence Life department on collaborative work, meetings, project teams and initiatives
* Uphold the Residence agreement and related University policies to ensure the safety and enjoyment of the residence community
* Work proactively to gather, share, and disseminate information to students/occupants, staff, campus partners and stakeholders
* Research best practices, participate in professional associations/organization and engage with institutional partners
* Work with the Financial Officer to monitor expenses and make budget submission recommendations
* Maintain and regularly update the procedures library and make recommendations to the Assistant Director with regards to suggested revisions or changes
* Engage in program and service evaluation analyzing data to make evidence-based decisions to improve services
* Collaborate with stakeholders and consult with Housing Advisory Committee to review and update Housing Services policies related to areas of responsibility
* Lead special projects and initiatives as assigned by the Assistant Director, or other members of the Housing Leadership Team
* Be knowledgeable of emergency response procedures and implement as required
* Serve as the primary back-up for the Operations & Projects Coordinator in their absence
* Some evening and weekend work required
* Other duties as assigned

#### Education Required:

* Honours (4 year) University Degree
* Facility Management certification required

#### Experience/Qualifications Required:

Experience

* Five (5) years of related experience directly related to facility services and delivery is required; experience related to project management preferred
* Experience building and fostering collaborative working relationships with varied stakeholders and the ability to obtain consensus through negotiation
* Experience with the design and delivery of student services
* Knowledge of building maintenance, caretaking, operations, and services
* Strong understanding of student and/or residence life in a post-secondary environment
* Working knowledge of the Freedom of Information and Protection of Privacy Act and implementation
* Working knowledge of Human Rights, AODA, and residential accommodation requirements
* Working knowledge of Health & Safety legislation and requirements
* Knowledge of the Residential Tenancies Act (RTA)
* Demonstrated project management skills
* High degree of accuracy, efficiency skills; patience with auditing and repeated review of details
* Demonstrated ability to exercise judgment and use initiative in applying and interpreting a variety of procedures, policies, and practices
* Excellent written and oral communication skills, tact, and patience
* Excellent listening and interpersonal skills
* Logical and efficient
* Highly self-motivated and directed
* Ability to effectively prioritize and execute tasks in a high-pressure environment
* Strong student-centric orientation
* Demonstrated ability to work independently and successfully in a team oriented, collaborative environment
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work
* Valid class “G” driver’s license
* Criminal Records Check (dated within the last 6 months), including vulnerable sector check, will be required as a condition of employment
* Must be able to work evenings and weekends where required

#### Supervision:

The incumbent will:

* Team leader to the Facility & Operations Assistants
* Provide training, guidance, and direction, assigned and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations
* Act as a consultancy role on matters related to facility services
* Develop workplans (i.e., identifying work requirements of the unit and dividing work)
* Lead project teams or working groups towards a defined objective

**Job Evaluation Factors:**

**Analytical Reasoning**

Analysis is required in examining and evaluating the complex, multi-faceted needs and concerns of the department and campus partners by clarifying student, staff and business operating requirements, evaluating established procedures and practices internal and external to the department.

The incumbent will lead the response to operational, service and project related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with other departments and across the Housing Services team. Where necessary, the incumbent will establish work priorities to ensure execution and delivery of services.

For example, analyzing the impact to implementation of facility service level standards to the delivery and organization of work orders.

**Decision Making**

Position will operate with a high level of autonomy and independence to execute responsibilities and lead related projects demonstrating diversity in types and complexity of decisions. The incumbent will establish the framework and process to execute the work often operating within established practices but within defined policies

The incumbent will lead the response to facility related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with other departments and across the Housing Services team. Where necessary, the incumbent will establish work priorities to ensure execution and delivery of services.

For example, determining the best course of action working with Leased Property Manager to relocate residents while a leak is being repaired, mitigating the impact, and proactively communicating with stakeholders.

**Impact**

Impact on the organization is likely to extend to other departments and have some effect on and extend to multiple clients and service partners: errors are not easy to identify and correct and would cause interruption and loss of time to colleagues and work groups, not only within the same section, but in other departments. Errors that go undetected may affect recommendations, decisions, or actions, leading to a moderate negative impact to the whole organization (tenancy, projects, move-in, turnover, move-out).

For example, failing to complete work to increase the number of beds (new furniture installations, moves etc.) to ensure the first-year guarantee is met.

**Responsibility for the Work of Others**

Direct Responsibility

* Facility Operations Assistants – Supervise and provide direction/work instruction
* Facility Maintenance Assistants – Hiring, selection and supervision

Indirect Responsibility

* Service Centre staff teams across five (5) locations – Provide indirect supervision and direction related to Facility Services
* Contractors/vendors – Ensure contractors/vendors are meeting University standards, acting in a safe manner and make recommendations regarding work

**Communication**

Internal

Communicating for the purpose of providing direction, coordinating projects, exchanging information, decision making, problem solving etc.

* Housing Services professional and student staff
* Facilities Management staff
* IT, Conferences, Food Services, TrentU Card, Purchasing, Finance, Colleges, and Risk Management staff
* Residence students and families/supporters
* Other university staff or faculty in the general course of daily interactions

External

Communicating for the purposes of exchanging information, decision making, negotiation, issue resolution etc.

* Leased Property managers
* Facility Service Contractors
* Prospective students and families
* Guests and visitors

##### Motor/ Sensory Skills

Job duties include keyboarding throughout the day; dexterity requires a high level of precision.

**Effort**

Mental:

Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of facility audits, database entry, management of work orders, procedure and reporting detailed information. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical

* Standing/walking for long periods of time (rounds of the building, completing room inspections) with strict deadlines during peak periods of work.
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work (e.g., lifting and moving furniture)
* Standing/walking (e.g., routine rounds of residence, completing room inspections, reviewing completed work)
* Reaching, twisting, bending (e.g., minor maintenance, touching up painting, adjustment of furniture)

**Working Conditions**

Physical

* Inclement weather, regularly outside in winter walking grounds, buildings and/or driving
* Keyboarding can result in carpal tunnel syndrome
* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

Psychological

* The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule
* Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence Life cycle
* Frequent interruptions
* Conflicting work priorities. Client priorities often change
* Multiple competing demands from clients