**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Operations Coordinator

**Job Number:** A-306

**NOC:** 1411

**Band:** 5

**Department:** Housing Services

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

**Last Reviewed:** December 2, 2019

**Job Purpose**

The Operations Coordinator is responsible for working as part of the residence community. The incumbent processes resident work orders and forwards concerns to appropriate individuals (e.g. Facilities Management, Housing, Leased Property maintenance staff). The incumbent communicates effectively with residents regarding facilities related concerns, conducts regular room and building inspections, and works with a variety of vendors to ensure residence facilities and services enhance student satisfaction. The incumbent interacts regularly with Residence Life Coordinators to keep them apprised of facilities and potential behavioural related issues within the college residence.

**Key Activities**

**Housing Facilities/Operations 35%**

1. Performs routine rounds of the buildings and forwards work orders for any concern
2. Reviews resident and housing staff work orders submitted through the housing portal and residence facilities email and addresses concerns with appropriate individuals (e.g. FM, RDC, TVOA, etc.)
3. Liaise with Facilities Management Department and/or Leased Property managers/maintenance staff as needed to follow up on facilities related issues in residence buildings
4. Follows up on resident work orders and communicates directly with residents
5. Coordinates the moving of furniture and the setting up of residence spaces, temporary spaces and housing office space
6. Conducts room inspections of residents rooms and follows up as needed
7. Assists with developing and implementing of year-end move out processes including assessing and collection of student damages, creating inspection run lists within the housing portal and inventory of housing related items
8. Inventories, maintains and keeps accurate records of all technology related items to Housing Services Operations (Computers, tablets, keyboards, etc)
9. Liaise and coordinate service calls with vendors (e.g. Coin-o-matic, Cogeco, Nexicom, McWilliams Moving, NFTC & Storage, etc.)
10. Coordinates access for university personnel and external contractors requiring access to residence facilities (e.g. FM Staff, IT Staff, Coldex, McWilliams, etc.)
11. Provides the Facilities Coordinator accurate inventory records on a regular basis and replaces inventory as needed
12. Coordinates the purchase, delivery, and installation of materials under $5000 (e.g. Kitchen appliances, minor furniture purchases, etc.)
13. Assists with the purchase, delivery, and installation of materials over $5000 (e.g. Major furniture purchases)
14. Assists with the coordination, delivery, and installation of materials in residence rooms at all residences
15. Assists with the coordination of summer transitions to ensure that residence rooms are in excellent condition for conferences and the academic year
16. Replaces desk lamps and bulbs, garbage and recycling bins in residence rooms as required
17. Completes minor maintenance tasks
    * Replace light bulbs in desk lamps
    * Minor repairs and adjustments of residence furniture
    * Relocation/moving of residence furniture

**Residence Community 25%**

1. Works as part of the residence community, including building professional working relationships with student staff, residents, and other University personnel
2. Upon request will meet one on one or in groups with residents regarding facilities concerns
3. Answers questions from residents and/or refers to appropriate resource
4. Monitors behaviour within the community, referring matters requiring follow up with student staff and/or Residence Life Coordinator
5. Maintains visibility within the residence community to meet with residents regarding facilities related concerns
6. Assists residents with gaining access to their rooms when locked out
7. Posts facility related information throughout residence buildings and will email notices to residents regarding facility related matters

**Access/Key Control 15%**

1. Assists the Facilities Coordinator in ensuring safety and security of the residence room and mailbox keys and residence sub master keys including but not limited to accurate accountability for all residence keys, liaising with Locksmith for lost keys, key and replacement,
2. Assist the Facilities Coordinator in communicating to the Financial Officer to ensure appropriate student billing for lost keys and lock replacement.
3. Acts as the secondary administrator on the key tracer electronic key boxes, including but not limited to set up and maintenance of boxes, providing access to staff in Housing, Facilities Management, Foodservices, and other departments as required
4. Acts as the secondary administrator for the Axiom Swipe Key system for Housing Services including but not limited to input and creation of new swipe keys, programming of swipe keys for new students, and programming of lost swipe keys.
5. Assists in the coordination of residence keys and access components of move in day and for future resident move in dates
6. Completes and provides the Facilities Coordinator with an accurate key inventory each week during the academic year

**Mail 15%**

1. In collaboration with campus mail services, assists in the mail services process to residence students including receiving, signing for, sorting and delivering mail
2. Acts as the primary contact for Housing Services with the mail room
3. Collects outgoing mail from residence students
4. Receives, logs, and distributes packages to residence students through the StarRez housing portal
5. Assigns and maintains residence student mailboxes and the related keys
6. Ensures storage or mail and packages is in compliance with appropriate policies and applicable laws

**Other 10%**

1. Coordinates monthly facilities tours with Residence Life Coordinators, and Facilities Management staff as required to identify and develop solutions to on-going facilities related concerns
2. Provides leadership, guidance, direction and oversight to the Housing Student Facilities Assistants
3. In partnership with the Facilities Coordinator, provides guidance and direction to the Service Centre Student Assistants
4. Upholds residence agreement and policies when necessary
5. In partnership with the Facilities Coordinator, coordinates the planning and execution of move in/move out processes, working collaboratively with housing services staff
6. Be knowledgeable of emergency response procedures and implement as required
7. Provides assistance to the Housing Services main office as well as Service Centres when needed
8. Makes budget submission recommendations
9. Participate in departmental meetings as required
10. Other duties as assigned

**Analytical Reasoning**

Reviewing resident work orders

* Occurs daily throughout the academic year
* Understand computer software to log in and review work orders
* Interpret student requests
* Exercise judgement regarding the priority level of the issue (e.g. emergency vs. routine)
* Follow guidelines to forward work order to appropriate individual
* Compose emails to students regarding the status of their work order
* Follow up with Facilities Management and/or leased space property managers and housing services staff regarding the status of the work order

**Decision Making**

* Incumbent acts independently and requires limited guidance or assistance in the handling of day to day tasks (e.g. routine rounds, processing work orders)
* Incumbent is expected to understand the scope of responsibilities and use judgement to prioritize and complete tasks as necessary (e.g. quickly refer emergency items to appropriate individuals)
* Incumbent is expected to independently interact with diplomacy and tact with students and staff in residence (e.g. discussing issues, communicating directly, answering questions)

**Impact**

* Failure to complete tasks (e.g. complete routine rounds, maintain inventory) when necessary could create diminished or deteriorated residence furniture and related items and compromise service delivery to residents
* Failure to complete tasks and work well with FM and leased space property managers (e.g. forwarding of work orders, following up on work completed) could impede appropriate work requests and result in a lack of communication and deterioration of residence facilities
* Improper attention to detail (e.g. room inspections) could result in additional repair and/or costs to facilities, furniture or related items

**Education**

* 4 year University Degree

**Experience Required**

* One year of related experience; experience related to facilities preferred
* Knowledge of Residential Tenancies Act required
* Ability to work independently
* Demonstrated skills in, and commitment to, customer service and continuous improvement
* Working knowledge of the Microsoft office suite, database/spreadsheet software, email, and electronic inventory/work order management systems
* Demonstrated ability to exercise judgement and use initiative in applying and interpreting a variety of procedures, policies, and practices
* Good written and oral communication skills
* Must use tact diplomacy
* A clear understanding and demonstrated abilities for confidentiality required
* Strong orientation toward serving students and good interpersonal skills
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work
* Valid class “G” driver’s license
* Must be able to work evenings and weekends where required
* Working knowledge of current Occupational Health & Safety Legislation
* Criminal Records Check (dated within the last 6 months), including vulnerable sector check, will be required as a condition of employment

**Communication**

Internal

Communicating for the purpose of exchanging information

* Housing Services professional and student staff
* Facilities Management staff
* Residence students
* Other university staff or faculty in the general course of daily interactions

External

Communicating for the purposes of exchanging information

* Leased space property managers
* Vendors including but not limited to
  + Coin-o-matic
  + Cogeco
  + Nexicom
  + Coldex
  + NFTC
* Prospective students and families

**Effort**

Physical

* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work (e.g. carrying and distributing mail, 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**

* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, mid-December to mid-January, mid-April to mid-May)

Physical

* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work (e.g. carrying and distributing mail, lifting and moving furniture)