

CITY OF HAMILTON

CITYHOUSING HAMILTON (MAINTENANCE SECTION – LOCATION - 181 MAIN ST. W.)

MAINTENANCE ADMINISTRATOR - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Maintenance oversees, responsible to co-ordinate and check all activities within the maintenance section for commercial tenants as well as project related work. Responsible to handle and assist with after hours service calls related to maintenance issues.

GENERAL DUTIES

Acts as primary source of contact to commercial tenants for maintenance repair services (e.g. HVAC etc).

Assist Property Managers in dealing with the after hours service calls related to maintenance issues.

Acts as contact for “after hours” and emergency related response information.

Schedules, assigns and checks work performed by contractors to ensure compliance of the work order.

Provides functional guidance and direction to maintenance property management assistants, maintenance staff and contractors.

Prepares work orders for all maintenance requests received through the after hours process

Liaises with the maintenance staff and contractors as required to resolve tenant complaints concerning after hours maintenance.

Audits contractor performance and recommends improvements.

Issues proper Notice to Tenants to inform them of maintenance work that will affect their daily activities.

Obtains necessary quotes for various small jobs and repairs under the direction of the Manager/Supervisor of Maintenance.

Follows up with contractors for any outstanding after hours work not done within the specified time frame.

Reports any deficiency or poor quality workmanship of contractors to the Manager/Supervisor of Maintenance for follow up with Asset Renewal Section on Capital Works projects.

Completes the necessary paper work for return of defective mechanical equipment or product to supplier or service provider.

Schedules and monitors regular HVAC maintenance contracted services on commercial properties.

Schedules and monitors internal HVAC staff preventative and repair work.

Works in accordance with the provisions of applicable Health and Safety Act legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous building maintenance experience related to heating, plumbing and electrical equipment normally acquired by a combination of education and relevant work experience.
2. Demonstrated analytical and mathematical skills gained through recognized property management training and post secondary education in a related field.
3. Mechanical aptitude, knowledge of heating, plumbing, electrical, air conditioning and computer systems, landscaping and gardening, carpentry, project management, contracting services and general maintenance.
4. Ability to communicate with technical specialists.
5. Demonstrated knowledge of the Residential Tenancies Act and Housing Services Act.
6. Thorough knowledge and understanding of statutes and regulations relating to WHMIS legislation, Occupational Health and Safety and Ontario Human Rights Code as it relates to the position.
7. Excellent organizational skills and time management skills, including the ability to co-ordinate different maintenance jobs staff requirements for regular and special services.
8. Team player with excellent communication and customer service skills.
9. Must possess excellent decision making and problem solving skills.
10. Ability to multitask in stressful situations and work with minimum supervision.
11. Experience in a computerized environment in word processing and database software related to maintenance work.
12. Must be able to work with minimum supervision.
13. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same. Provision of a car by individual for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
