

CITY OF HAMILTON

CITYHOUSING HAMILTON (MAINTENANCE- LOCATION – 181 MAIN ST. W., 1ST FLOOR)

SUPERVISOR, MAINTENANCE - CHH

SUMMARY OF DUTIES

CityHousing Hamilton provides affordable housing that is safe, well-maintained, cost effective and supports the diverse needs of our many communities. Reporting to the Manager of Maintenance, the Supervisor Maintenance will ensure the effective service delivery of maintenance to support the residents of CityHousing Hamilton.

GENERAL DUTIES

Supervises the activities of the Maintenance team including but not limited to the Maintenance Servicers, Maintenance Repairpersons.

Designs, recommends and implements preventative maintenance plans and strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Interprets and ensures compliance with the Ontario Building Code, Fire Code, Occupational Health and Safety Act, W.H.M.I.S., applicable provincial/federal Act /Standards and Union Agreements.

Leads an effective team, providing coaching and advice to team members to optimize performance and delivers quality services in a timely and cost effective manner; responsible for the orientation, training, scheduling, attendance management, disciplining and performance evaluations of staff.

Motivates and encourages staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and quality of service.

Supervises and inspect works performed by Maintenance staff and Contractors to ensure quality control of work.

Ensures that staff are fully job competent, possessing the required qualifications, knowledge, and skill sets and are readily equipped with appropriate tools and materials to perform their jobs effectively. Ensures that all staff receive adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Respects and protects the confidentiality of resident information as well as all other information that is sensitive in nature to the operation of the program.

Ensures that program inquiries and complaints are appropriately heard and thoroughly investigated, addressed and communicated professionally, and in accordance with corporate customer service guidelines, policy and spending limits.

Documents, monitors, tracks and communicates issues and their resolution to Manager of Maintenance.

Understands and consistently applies ethics, corporate culture pillars and values of the Corporation in daily work.

Represents respective area in labour relations issues including participation in labour management and grievance meetings.

Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position. Ensures that employees are provided with an use the appropriate equipment, material and/or procedures required

to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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

QUALIFICATIONS

1. Extensive and demonstrated experience in the maintenance industry as either a Supervisor or owner/operator. Facilities management designation (CFM) an asset.
2. Mechanical aptitude and working knowledge of building systems including but not limited to heating, plumbing, electrical, air conditioning, carpentry, tiling, landscaping and general maintenance. Strong record of interpreting technical drawings and specifications, with ability to communicate with technical specialists.
3. Demonstrated knowledge of and experience in interpretation and compliance with property and building administration of residential property, Residential Tenancies Act, Housing Services Act, Access to Housing guidelines, standard lease agreements, Ontario Fire Code and the Occupational Health and Safety Act, Building Codes, normally acquired through the completion of relevant courses and relevant work experience.
4. Previous supervisory experience in a multi-location unionized environment would be an asset. Excellent organizational skills and time management skills, including the ability to co-ordinate staffing/contractors requirements for regular, emergency and special services.
5. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel and Outlook). Experience with Northgate and/or Kirona considered an asset.
6. Previous Social Housing experience and/or experience working with clients with special needs considered an asset.
7. Demonstrated ability to communicate both orally and in written form with varying audiences including management, peers, staff, other levels of government and the public.
8. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
9. Demonstrated ability to manage time effectively, determine priorities in a constantly changing environment and manage potential conflict through effective problem resolution.
10. Valid class G Driver's licence required.

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

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