

## CITY OF HAMILTON

### **CITYHOUSING HAMILTON**

### **(BUILDING SYSTEMS & PREVENTATIVE PROGRAMS SECTION - LOCATION - TBD)**

### **MANAGER, BUILDING SYSTEMS & PREVENTATIVE PROGRAMS**

CityHousing Hamilton, the third largest social housing provider in the Province of Ontario, provides affordable rental housing for the citizens of Hamilton. In support of CityHousing Hamilton's mission statement which is: *"We provide affordable housing that is safe, well-maintained, cost effective and supports the diverse needs of our many communities."*

### **SUMMARY OF DUTIES**

Reporting to the Chief Portfolio Officer (CPO), the Manager, Building Systems & Preventative Programs is responsible for providing excellence in preventative maintenance, service contract and building systems management. The Manager will develop, administer, and manage compliance for a full suite of programs, which include the delivery of effective preventative maintenance programs (including legislated, best practice-based and CHH initiated) and ensure service contracts are procured. Responsible for programs and services delivered by CHH staff on this team and other sections (including the Vacancy Management Plan, Annual Unit Inspections) as well as those delivered through third-party vendors (including laundry, asbestos abatement, grounds maintenance, plumbing, etc.).

The Manager works closely with staff from across CityHousing Hamilton to build solid understandings of the requirements of the preventative maintenance, service contracts and building programs; promotes a plan to inform long term planning for infrastructure repairs and replacement.

### **GENERAL DUTIES**

Manages the day-to-day operations and direct supervision of staff to ensure that all functions of their jobs are carried out in a manner that is consistent with the culture, mission, and values of CityHousing Hamilton.

Provides direction, leadership and coordination of teamwork. Motivates and encourages employees to achieve high levels of performance and productivity through open and transparent setting of goals and expectations which are aligned to CHH's strategic plan, departmental goals and objectives. Monitors and evaluates employee performance, career development and succession planning activities.

Foster a pleasant, safe work environment which supports equity, diversity, respect, customer service, innovation and quality of service.

Conducts regular staff meetings to ensure effective communication between groups. Identifies training needs; develops and implements annual training plans to address skills gaps and build capacity.

Provides leadership through coaching techniques, mentorship and develops teamwork.

Works with Manager and Supervisors within Building Services section to develop and coordinate operational compliance frameworks, routines, and systems, including vendor management practices.

Prepares, preventive maintenance schedules, reviews, analyzes, and updates programs.

Oversees the development, implementation, and evaluation of KPIs for preventative maintenance. Monitors service standards for contracts, vendor performance, implementation of continuous improvement and reports to leadership team and Board of Directors.

Works closely with various CHH sections, key stakeholders including tenants when preparing preventative

maintenance strategy and consults on service contract improvements.

Ensures adherence to project management best practices, project plan development and project resource planning.

Monitors and verifies budgetary expenditures within section by carefully reviewing monthly variance reports to ensure that the amounts do not exceed the budget level in accordance with the financial/accounting rules.

Conducts project procurement through the City of Hamilton's Procurement Division or CHH to ensure all contract documentation is in place prior to commencement of contract, such as WSIB, Liability Insurance, Performance Bonds, Permits, etc.

Adheres to the City of Hamilton's Procurement Division Policies and Legislation, manages request for proposals (RFP), Request for Tenders (RFT) and Request for Quotations (RFQ). Reviews and evaluates proposal submissions, recommends selection of consultants, and the administration of contracts. Ensures all contract documentation is in place prior to commencement of contract, such as WSIB, Liability Insurance, Performance Bonds, Permits, etc.

Provides feedback into the procurement process including research of data for specifications including product and quantities and participates in any bid evaluations.

Meets regularly with vendors and staff to review and control the quality of work and services.

Receives and answers inquiries from tenants, CHH staff, tenant community groups, CHH Board, City Departments, outside agencies, consultants, contractors, vendors, and Council as required.

Liaises with appropriate CHH operations and maintenance management to ensure programs and services are coordinated with maintenance requirements.

Ensures adherence to energy and sustainability targets.

Ensures the least amount of disruption to tenants.

Manages contract administration on contracts by delegating and performing on-site visits.

Ensures standards, quality and safety measures are adhered to, deficiency lists, and all work is complete and correct.

Provides and maintains a computerized inventory of all assigned projects. Provides regular verbal and written technical updates to the Chief Portfolio Officer.

Assists in the preparation of the coming year's preventative maintenance and building programs in collaboration with the Asset Renewal team to understand budget and program impacts. Identifies building portfolio problems, performs on-site reviews of projects, provides project recommendations.

Provides section input and recommendations in the development of the 5-year Asset Renewal plan by effectively identifying future expenditures and improvements to the housing stock.

Maintains and updates technical library relating to all preventative maintenance programs and current services by researching and reviewing new building products and procedures through updated manuals, codes, etc.

Maintains awareness of pertinent legislation and ensures compliance with legislation and associated regulations, such as the Housing Services Act, Residential Tenancies Act, Access to Housing guidelines, Ontario Building Code, Fire Code, Occupational Health and Safety Act, Hamilton Building Codes, Ontario Human Rights Code, Ontarians Disability Act, Employment Standards Act, Privacy and Confidential Acts.

Represents the department in Labour Relations issues including participating in Labour/Management meetings,

assisting in negotiations for collective agreements, negotiates grievance settlements, interviews and appoints applicants to staff vacancies.

Ensures that employees are provided with and 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.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton and CHH corporate and departmental policies and procedures related to occupational health and safety.

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

**QUALIFICATIONS**

1. University Degree or College Diploma in Engineering, Facilities Management or related field combined with previous progressive years of relevant building systems and compliance experience or an equivalent combination of education, qualifications, and relevant work experience.
2. Previous experience managing staff in non-union and unionized positions. Management experience related to Project Management and Specification Writing would be an asset
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. Demonstrated knowledge of contract and vendor management practices related to procurement in the public sector would be an asset.
5. Demonstrated knowledge and experience in estimating and budgeting procedures.
6. Possess a demonstrated record of strong leadership and guidance, technical competence, customer focus, team building/team advocacy, self-motivation, and commitment to results and continuous improvement.
7. Demonstrated supervisory, prioritizing, coaching, conflict resolution, leadership, and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations. Proven ability to supervise staff in a unionized environment.
8. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
9. Working knowledge of computer software applications (Microsoft Office, Word, Excel, and database software). Knowledge of Northgate and Asset Planner are considered an asset.
10. Must possess a valid Class "G" Driver's License and use of a reliable vehicle.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVE'S LICENSE AND PROOF THEREOF IS REQUIRED UPON HIRE.**

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

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