

CITY OF HAMILTON

CITYHOUSING HAMILTON **(BUILDING SERVICES SECTION – LOCATION – TBD)**

SUPERVISOR, BUILDING SERVICES

SUMMARY OF DUTIES

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."

Reporting to the Manager, Building Services, the Supervisor, Building Services is responsible for supporting a high-quality tenant experience by ensuring building-related issues and tenants' immediate maintenance requests are responded to in a timely manner. The Supervisor will contribute by providing oversight of the direct services delivered or provided to improve the conditions of tenants' homes and communities. The Supervisor also supports a high level of coordination between staff in the buildings and communities with staff in other sections.

GENERAL DUTIES

Supervises the Building Services team, responsible for day-to-day operations of the unit including Building Service Coordinators, Townhouse Coordinators, and Caretakers to ensure efficient and effective service to internal and external stakeholders.

Monitors, reviews, and evaluates the effectiveness and performance of the services delivered through the Building Services section. Recommends methods of improving deficiencies and continuous improvement outcomes.

Collaborate and coordinate with management from across the organization to successfully implement and deliver preventative maintenance and building programs including vacant unit management and building compliance.

Establishes priority and delegation of duties to staff, ensuring maximum utilization of resources and minimizing deferred building maintenance and repairs.

Oversees regulatory compliance, ensures fire safety reviews are completed and logbooks are up to date in CHH buildings.

Ensures building services inquiries and complaints are appropriately heard, thoroughly investigated, addressed and communicated professionally, and in accordance with corporate customer service guidelines, and policy.

Reviews tenant communications for accuracy before ensuring distribution to tenants.

Develops, coordinates, and reports on the Building Services performance measures. Establishes and reviews benchmarking to strategically improve effectiveness and efficiency in supporting CHH building conditions.

Develops, promotes and ensures a culture of customer service excellence on their immediate team and work with staff from across the organization to promote an environment in which a high-quality tenant experience is the focus of our work.

Administers and monitors budget for services in accordance with established corporate procedures, ensures the section expenditures are within budgeted levels.

Uses a best practices and internal/external benchmarking approach in seeking new innovative/creative methods, systems, research, and analysis to support continuous improvement in the delivery of services provided through Building Services.

Provides direction, leadership, and coordination of teamwork; 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.

Develops and delivers quality services in a timely and cost-effective manner, uses building services best practices, ensures services are delivered in accordance with legislative requirements, City and Provincial guidelines through effective use of financial and partnership resources.

Monitors, reviews, and evaluates the effectiveness and performance of the services delivered through the Building Services section. Recommends methods of improving deficiencies and continuous improvement outcomes.

Maintains up to date knowledge of current techniques, trends and developments affecting all areas of supervisory responsibility and operational requirements.

Forecasts work plans and budgets, prepares business cases, proposals, written reports, and presentations for Manager.

Liaises with the public, elected officials, consultants, stakeholders, and other level of government and regulatory bodies on issues relating to the direct responsibilities of this position.

Supervises the activities of staff and builds a highly effective team to deliver high quality services to tenants in a timely and cost-effective manner. Provides direction on building maintenance.

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

Responds to emergency afterhours situations on a rotation basis.

Ensures employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.

Ensures all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures 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 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. Must be able to demonstrate a level of expertise related to the duties described normally acquired through a Baccalaureate Degree or College Diploma in Facilities Management, Social Services, Business, or a combination of education and relevant work-related experience in residential property maintenance and/or building administration.
2. Advanced knowledge of Residential Tenancies Act 2006, Housing Services Act 2011, standard lease agreements, Ontario Fire Code, Occupational Health and Safety Act and Building Codes.
3. Demonstrated supervisory, coaching, leadership, and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations.

4. Exceptional interpersonal skills required to deal with broad cross-section of professionals, tenants, staff, public, elected officials and other community-based agencies and organizations.
5. Possess a demonstrated record of innovation/creativity, negotiation, advocacy, delegation and empowerment, participation in cross-functional teams, foster cooperative and collaborative working relationships with staff and stakeholders.
6. Must have an understanding of municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities.
7. Ability to exercise appropriate judgement and discretion dealing with confidential, sensitive and/or potentially controversial information, ability to interact with staff and other outside entities in a professional, tactful, and courteous manner.
8. Extensive experience and ability to influence or participate in cross-functional teams, foster cooperative and collaborative working relationships and to take multi-partner projects to successful completion.
9. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques and highly developed time management skills.
10. Excellent written, verbal, research and presentation skills and the ability to work in a team environment is essential.
11. Possess computer literacy skills utilizing the Microsoft Office Suite of Products including Outlook, Word, Excel and PowerPoint.
12. Must have a class G licence and access to a reliable vehicle.

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