

CITY OF HAMILTON

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

MANAGER, MAINTENANCE

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 CEO CityHousing Hamilton, this position is responsible for the functional and administrative supervision of maintenance office and site staff to ensure effective delivery of maintenance services. Independently manages, plans, and co-ordinates the day-to-day maintenance services including Maintenance Staff Scheduler, Property Management Assistant (Maintenance), Maintenance Servicer, Maintenance Repairperson, Maintenance Administrator within CityHousing Hamilton. This includes leading, co-ordinating and managing procedures and ensuring compliance with legislative requirements related to the delivery and coordination of these programs and services.

GENERAL DUTIES

Responsible for the supervision and direction of all staff on team 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. Responsibilities include: selection, support, training, performance appraisals and discipline.

Prepare work schedules, establish priorities and delegate and assign duties to staff ensuring maximum utilization of human resources, monitoring and evaluating individual staff performance, coach, mentor and support staff development. Develops and conducts staff training.

Conduct regular staff meetings to ensure effective communication between groups.

Provides direction, leadership and coordination of teamwork; motivate and encourage staff to achieve high levels of performance and productivity, foster a work environment which supports customer service, innovation and quality of service.

Prepares, implements and monitors customer service standards, service quality measurements, customer satisfaction and implementation of continuous improvement programs.

Ensure staff provides timely and appropriate responses to customer enquiries and concerns by establishing realistic measures to gauge customer satisfaction and following up as warranted. Respond to escalated tenant concerns.

Establish best practices and document as procedures for staff to follow; train staff on procedures.

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

Receive and answer escalated direct inquiries from Board of Directors, City Council, Hamilton residents, other City Departments, tenants and their advocates, and community housing stakeholders pertaining to various housing issues.

Prepares corporate reports, briefing documents and correspondence for Senior Management and present to Board.

Develop and implement effective quality control methods and programs to ensure the section's compliance with CityHousing customer service performance standards for inquiries, complaints and requests for service in accordance with applicable policies and service standards

Maintains awareness of unit turnovers, move-ins, move-outs rates and vacancy protocols.

Establish best practices and document as procedures for staff to follow; train staff on procedures.

Represent CHH on various committees for Social Housing operations and governance.

Create and modify administration procedures to maximize operational efficiencies.

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.

Represents the Division 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.

Maintain awareness of pertinent legislation and ensure 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.

Explains and defends decision made in compliance with legislation, policies and procedures.

SPECIFIC TASKS

Review and audit mechanical and electrical equipment, and quality of workmanship of maintenance repairs to ensure adherence to maintenance standards and schedules.

Develop preventative maintenance programs for CityHousing facilities by preparing standards, procedures, schedules and reports for various facilities and equipment. Ensure facilities are inspected on a regular basis.

Review and audit mechanical and electrical equipment, and quality of workmanship of maintenance repairs to ensure adherence to maintenance standards and schedules.

Review and analyze maintenance trends for internal auditing and compliance.

Manage and prepare long range plans and forecasts for operational, maintenance and equipment requirements. Assist with capital works assessments.

Ensure Electrical Safety Authority logbook is kept up to date.

Manage security protocols via key control and security monitoring systems.

Act as after-hours contact for emergency response to maintenance related issues.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure 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 responsibilities of the position.

QUALIFICATIONS

1. University Degree or College Diploma or Certificate in Property Management (such as IHM, CPM, ACPMO, ARM, REIC) or related field combined with several years of relevant property management experience or an equivalent combination of education, qualifications and relevant work experience.
2. Extensive and demonstrated experience in building construction technology.
3. 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.
4. Extensive experience and knowledge in the field of Social Housing property management.
5. 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.
6. Demonstrated knowledge and experience in estimating and budgeting procedures.
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. Excellent leadership, communication, presentation, report writing and interpersonal skills in order to coordinate, develop, supervise and support staff, consultants and contractors.
9. Ability to deal effectively with tenants, representatives of other levels of government, management, peers, staff and the general public.
10. Working knowledge of computer software applications (Microsoft Office, Word, Excel, and database software). Knowledge of Northgate and Kirona considered an asset.
11. Experience managing in a unionized environment.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
13. Must possess a valid Class "G" Drivers Licence
14. Provision of a car by the individual for use on the job