

# CITY OF HAMILTON

## **PUBLIC WORKS DEPARTMENT**

### **ENERGY, FLEET AND FACILITIES MANAGEMENT**

#### **SUPERVISOR FACILITIES MANAGEMENT - CUPE 1041**

### **SUMMARY OF DUTIES**

Reporting to the Superintendent and/or Manager in the Facilities Management Division, this position will contribute to a dynamic team of facilities professionals and be responsible for managing the delivery of efficient and effective operations & maintenance for various portfolios in Facilities Management by ensuring a healthy, productive, and safe environment for patrons and client departments. Portfolios includes but not limited to Corporate Building, Community Buildings, Long Term Care and Stadiums.

### **AREAS OF RESPONSIBILITY**

- (1) Corporate Facilities (City Hall, Lister, Courthouse, City Lab to name a few)
- (2) Library Facilities (including the Farmers' Market major disciplines such as, main distribution systems i.e. mechanical systems, main electrical distribution, HVAC, architectural; etc.) (stallholder leasehold improvements & lease management is not included as part of the responsibilities).
- (3) Transit, Wentworth Street Operation Centre (WSOC), Public Works Yards Facilities
- (4) Emergency Services Facilities (Fire, EMS & Police)
- (5) Arenas
- (6) Recreation Centres
- (7) Park Buildings
- (8) Outdoor Pools
- (9) Stadium (Tim Hortons Field, Bernie Arbor, future stadium/park @ Dom Glass site)
- (10) Other Facilities include but not limited to Daycare, Senior Centres, Community Hall, Cemeteries & Civic Properties
- (11) Management of leased properties, both from a Landlord and Tenant perspective

**NOTE: Supervisors may be subject to a rotation within the 10 areas of responsibility stated above. It should be recognized that the current layout of facilities may be subject to restructure and reorganization in order that the Operations & Maintenance Section be able to accommodate growth and provide a balance to the portfolios to be more effective, productive and efficient. This position is subject to working various shifts including but not limited to afternoon shifts as well as weekends.**

### **GENERAL DUTIES**

Supervises staff and provides the appropriate support to the programs being delivered from the facilities through the delivery of effective facility management and real estate services.

Supervises and oversees the efficient delivery of all aspects of in-house and contract building maintenance to all Corporate facilities under the jurisdiction of the Facilities Management.

Administers and oversees the various programs such as cleaning, painting, preventative maintenance, demand maintenance and health & safety by providing advice and resolving problems.

Directs, controls, supervises and schedules the work of staff and associated work crews.

Delegates duties to staff to ensure that daily operations are synchronized with Departmental and corporate mandate.

Maintains a preventative maintenance program by implementing and monitoring procedures, schedules and reports for the various facilities and equipment.

Coordinates and oversees technical staff and tradesman to respond to requests from client Departments for specialized or technical skills assistance related to the various Building components.

Represents respective areas in Labour Relations issues including participation in Labour/Management meetings, assisting in negotiations for Collective Agreement, negotiate grievance settlements, interview and appoint applicants to staff vacancies.

Researches, recommends and implements new procedures and strategies for conducting business (i.e. benchmarking, best practices, health & safety, training, etc.).

Assists in the preparation of and monitor the operating budget for the assigned responsibilities in accordance with established procedures and ensures operations and maintenance activities are within approved budget.

Authorizes payment for outside trades and companies carrying out work under the Department's direction.

Inspects buildings & facilities. Provides written recommendations prior to purchase by the Corporation.

In conjunction with the Superintendent & Manager(s), reviews, plans and specifications for buildings under construction and renovations and forwards recommendations for improvement to staff, other corporate divisions or outside contractors and consultants.

Must maintain confidentiality and act appropriately relative to sensitive corporate matters as required (i.e. budget, personnel issues, legal issues, future planning, etc.).

Prepares specifications for tendering purposes for goods and services under the jurisdiction of the Facilities Management.

Provides input to Superintendent/Manager(s) in areas such as design, construction, energy management, security management, contract management, preventative maintenance and environmental standards with respect to operational efficiency. Ensures compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Prepares and presents reports to the Superintendent and Manager.

Project Management.

Makes recommendations in relations to Capital Budget improvements aimed at improving operational efficiencies.

Responsible for conducting fire drills and fire prevention program in accordance with the Fire Safety Regulations and in co-operation with the local fire department.

Ensures that all operations and maintenance staff receive adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Ensures that all operations and maintenance staff adhere to mandated health & safety standards by monitoring and participating in the employee health & safety program.

Responds to emergency situations based on a twenty-four hour, seven-day week rotational response system for building emergencies, equipment failures, and occupant safety and security alarms.

Recommends and develops new work procedures and technological change to improve work efficiencies. Ensures that supplies are readily available by placing orders for all operations. Recommends repair and replacement of parts, supplies and equipment.

Investigates accidents, claims and dangerous conditions that may involve City employees, personal injury accident and public/private property damage.

Responsible for the maintenance of bus loops; transit shelters and terminals (Transit Position only).

Responsible for game day & event situations (Ticats, Forge & stadium events) (Stadium Position Only)

Determines and co-ordinates the daily programs by planning, organizing and scheduling of work activities and equipment for employees, including students, hire equipment and contractors.

Provides consistent performance management for subordinate staff and contractors, including motivation, supervision, interviewing, hiring, disciplining, guidance, and counsel, attends management and confidential personnel matters.

Provides 24/7 after hours duties, includes various technologies (i.e., cell phone, pager, tablet etc.).

Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Management and various specific By-laws.

Interprets and ensures compliance with the Occupational Health & Safety Act, W.H.M.I.S., TSSA, ESA all applicable provincial/federal Acts/standards, City of Hamilton Policies & Procedures and Union Agreements.

Participates in the evolution performance standards, training requirement and work procedures. Identifies and rationalizes a list of specific projects relative to the area of responsibility through proper investigation, cost estimating and the setting of priorities.

Investigates, evaluates and implements solutions and prepares written reports to citizens and elected officials complaints/requests.

Documents the activities of the work unit through completion of reports, time cards, absentee forms, vacation scheduling, work schedules, performance accountability & development (PAD) programs as well as the operation of computers and control of inventories/supplies.

Provides administration and effective cost control of the allocated current and capital budget through utilization of performance standards, specifications, work program and procedures, monitor of cost control reports and statistical data.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups and constituents and numerous civic and regional departments and other levels of government.

Responsible for the Facilities Service Centre to ensure standards, policies and procedures related to the Division's Facility Management System (ARCHIBUS). Monitors the Facilities Service Centre to ensure performance measurements of Facilities Service Centre and staff.

Assumes the duties of the other supervisor(s) within the Operations & Maintenance, in all sections Community Building, Corporate Buildings, Long Term Care Facilities & Stadium Section during his/her absence.

Review leases to ensure they are administered correctly for all aspects of operations and maintenance and liaise with the landlord to ensure compliance of the lease from a budgetary perspective. Responsible for commissioning and decommissioning of lease properties.

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. Extensive experience in the Facility Management industry combined with a recognized Facility Management Professional (FMP) designation (required) including thorough knowledge of Facility Management 11 Core Competencies is required. Knowledge of technical operations related to building maintenance.

2. Proven knowledge of building security and predictive/preventative/demand maintenance, construction technology including mechanical/electrical systems, roof/wall/fenestration systems, structural systems and an orientation to maintenance management.
3. Demonstration of leadership program and Continuous Improvement understanding/knowledge would be an asset.
4. Previous project supervision. Excellent leadership, communication, presentation and interpersonal skills in order to co-ordinate, develop, supervise and support staff, consultants and contractors
5. Knowledge of the relevant portions of the National Building Code, the Provincial Building Code, the Area Municipal Codes & practices, the Ontario Fire Marshall's Regulations, the Insurance Advisory Council Regulations, CSA Standards, Forms of Agreement, the Canadian Standard Form of Construction Document,
  - a. Occupational Health and Safety Act and regulations including WHMIS Legislation
  - b. Employment Standards Act and Ontario Human Rights Code
  - c. Municipal By-laws, Smoking and Alcohol Policies
  - d. Operating Engineers Act
  - e. Barrier Free Access
6. Related management experience in building maintenance. Management 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. Successfully completed a Leadership Program would be an asset.
7. Significant knowledge and experience in pool management operations, and a Certified Pool Operator Certification (is preferred when applicable for the Pool & Aquatic Centre facilities).
8. Must have excellent computer skills in a Windows environment utilizing MS Office software and i.e. ARCHIBUS or other Computer Maintenance Management System (CMMS).
9. Strong focus on financial analysis and budgeting would be an asset.
10. Provision of a car by the individual for use on the job.
11. Knowledge of leases and licence agreements.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE. MUST POCESS A CLEAR DRIVING ABSTRACT.**

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