

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

CORPORATE ASSETS & STRATEGIC PLANNING DIVISION – FACILITIES MANAGEMENT & CAPITAL PROGRAMS - LOCATION – 71 MAIN ST. W.)

FACILITIES SERVICES COORDINATOR - C.U.P.E. LOCAL 5167)

SUMMARY OF DUTIES

Reporting to the Supervisor, Facilities & Technical Services, this position will be an integral part of a specialized technical team that delivers efficient and effective facilities support services to the broader Facility Management & Capital Programs team and client departments.

GENERAL DUTIES

Provide facilities management support to operations staff including researching, analysing, reporting and providing alerts related to all aspects facilities management.

Performs maintenance service support tasks including; investigating, coordinating, scheduling and assigning maintenance requests, following up on incomplete work, analysing work performance, meeting service level standards and prioritizing maintenance assignments.

Liaising with clients to provide status updates, coordinate work, re-organize work and ensure that work requests are completed in accordance with predetermined service level standards.

Dealing tactfully with customer complaints including troubleshooting root cause analysis and making recommendations for improvements.

Working closely with vendors to ensure work is assigned and completed in accordance with contract requirements, spot checking to make sure that work orders are completed, ensuring contract required documentation is submitted, customers are satisfied and that work orders are closed in a timely manner.

Participating in other contract management functions including monitoring response times and providing feedback on contract and vendor performance.

Works with different technologies as required to monitor/adjust/update and make changes to building systems including lighting controls, security system and reporting systems. Work closely with CUP Operators to troubleshoot and resolve climate control requests.

Ability to liaise with technical specialists and to interpret contract language including specifications and drawings.

Perform Quality Management functions including, using ARCHIBUS and Crystal reports to generate performance reports, coordinating and communicating regularly with staff and vendors to achieve performance service standards, produce regular reports to demonstrate compliance with standards.

Perform Data Management functions including ensuring timely updating of information in ARCHIBUS (maintenance and real estate), timely filing of electronic documents, assisting with data collection/verification and ongoing validation exercises.

Perform purchasing and contract management functions including preparing purchase requisitions, monitoring and tracking purchase orders, following up on invoicing issues and ensuring terms of Contracts are adhered to including

reporting Purchase Orders and replenishing funds as directed by management.

Perform compliance functions including categorizing work requests for compliance, monitoring and reporting on non-compliant incidents, following up on WSIB and other contract compliance requirements and working 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 the Accessibility for Ontarians with Disabilities Act and other applicable legislation.

Leasing Administration functions including preparing and tracking payments, addressing landlord/Tenant specific support functions including following upon on operating costs and account disputes.

Perform various risk management functions including reporting claims, following up on and documenting incidents and pursuing insurance documentation.

Maintaining and tracking new equipment inventories and maintaining warranty information.

Participate in business improvement initiatives/projects as requested including assisting with knowledge base for maintaining Standard Operating Procedures library.

Complete assigned boardroom booking tasks including completing reports and monitoring usage.

Coordinate small moves including working with contractors and clients to schedule work, update required databases and tracking systems, trigger workflows, coordinate surplus furniture/equipment moves and driving the disposal process with clients. Update required databases and tracking systems.

Financial functions including using PeopleSoft to investigate and report on invoicing issues, preparing accounts receivable requests for invoices and cheque requisitions. Reviews and analyses invoices and provides coding for processing as assigned and performing other duties to ensure accurate payment of invoices consistent with contract terms.

Performing minor technology support functions including changing passwords troubleshooting minor mobile devices issues, assigning user roles, assigning locations and assisting with deploying guided software updates.

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

QUALIFICATIONS

1. Previous building maintenance experience related to heating, plumbing, electrical, computer systems, building automated systems, landscaping, contracting services and other maintenance services normally acquired by a combination of education and relevant work experience in the facility management industry.
2. Proven knowledge of computer maintenance management systems (CMMS) is required and experience with ARCHIBUS in particular is preferred. Experience in developing reports using Crystal Reports and SQL is considered an asset. Experience with using PeopleSoft is an asset. Must have a general aptitude for learning and using new technologies and optimizing the use of technology to facilitate day to day work.
3. Excellent team working and collaborative skills including demonstrated history of exceling in fast paced multi-tasking environment. Proven history of excellent interpersonal skills including tact and diplomacy.
4. Excellent decision making, troubleshooting and problem solving skills in a fast paced environment
5. Willingness to pursue a Facility Management designation and other specialized facilities technology training is required.

6. Ability to excel in a performance managed group driven by requirements for meeting key performance targets including working within set service level standards. Excellent organizational and prioritization skills necessary.
7. Working knowledge of Microsoft Office programs (Microsoft Outlook, Word, Powerpoint). Excellent knowledge of Microsoft Excel is required. Working knowledge of PeopleSoft is preferred.
8. Experience with Computerized Maintenance Management Systems (CMMS) is required and ARCHIBUS is preferred and database administration (sql) knowledge is considered an asset.
9. Knowledge/experience in the areas of Licence or Lease agreement administration, Service Level Agreements, cost recovery formulas/analysis and general budgeting principles are preferred.

Note: Facilities Services Coordinators may, in the future, be required to work on rotation of 12 hour shifts including evenings, weekends and holidays.