

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(ENERGY, FLEET & FACILITIES MANAGEMENT DIVISION – FACILITIES PLANNING & BUSINESS SOLUTIONS SECTION - LOCATION – 28 JAMES ST. N. AND/OR WORK FROM HOME)

BUSINESS SOLUTIONS CO-ORDINATOR – FACILITIES - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Facilities Planning & Business Solutions this position is responsible for a broad range of duties related to supporting Facilities Management services across a portfolio of municipal building consisting of over 500 buildings.

This position will work closely with the Facility Planning Analyst to support Facility Planning services related to space utilization as well as the administration of employee moves adds and changes (MACs) and will act as the liaison between Facility Planning and Finance to ensure space allocations are regularly updated and communicated appropriately and tracked for each client group.

GENERAL DUTIES

Space Administration

- Using AutoCAD, ARCHIBUS and other software responsible for tracking moves adds and changes (MACs) related to space utilization and update floor occupancy data accordingly
- Maintain and update databases of occupancy data for Facilities Portfolio
- Update and maintain a complete inventory of space drawings and other AutoCAD files for portfolio of over 500 buildings
- Perform space cost allocation functions consistent with BOMA standards for measuring buildings.
- Other space management related duties as assigned or required
- Support other Facility Planning services including analysing properties and producing GIS/ESRI based outputs for business cases and other related reports

Quality and Performance Measuring

- Analysing large amounts of data and distill into scorecards, reports and presentations
- Develop new KPIs, systems and programs to continuously improve services
- Using the ARCHIBUS system maintain and manage high quality data sets related to building/facility information
- Connect with, network and participate in other performance measurement organizations/groups and committees both internally and externally
- Assist with City audits including driving programs to ensure compliance with recommendations
- Lead process review meetings
- Completes Customer Satisfaction Surveys
- Develops and maintains various tracking systems, dashboards and scorecards including following up on action items to ensure quality performance environment

Reports

- Design, develop and produce various types of Facilities Management reports using Crystal Reports, Microsoft Office Products, ARCHIBUS and other graphics programs
- Produce Power Point presentations and make presentations on all aspects of Facilities Management
- Research and write council reports on a broad range of Facilities Management related topics
- Produces content including both written and graphical content
- Participate in the development of Sectional policies and procedures, goals and objectives
- Coordinates an annual user review involving cost recovery formulas to ensure the Sections charging the appropriate fees for the space and services it delivers

Analysis and Planning

- Analyse financial and non-financial data using standard financial formulas and generally accepted accounting practices on as required basis
- Prepares business cases, business plans and reports

Service Level Agreements (SLAs)

- Coordinates the negotiation, preparation, execution and monitoring of the Section's Service Level Agreements (i.e., service contracts; Facilities Service Center; Financial reviews; Project Management Services)
- Proactively initiates, develops, maintains and tracks Service Level Agreements (SLA) including implementing following a schedule for SLA reviews

Standard Operating Agreements

- Develops, maintains, updates and tracks Standard Operating Procedures (SOPs) for Facilities
- Work with various groups to standardize data collection and process methodologies
- Participates in the development of Sectional policies and procedures, goals and objectives
- Maintains a database of SOPs including scheduling tracking required reviews

Continuous Improvement / Special Projects

- Take on special assignments and projects as required
- Investigates and recommends innovative/creative policies and business processes for improving organization effectiveness and efficiency. Identifies organizational problem areas and prepares background research.

Establishes and maintains effective working relationships with various internal stakeholders (i.e., purchasing, legal, finance, etc.), Client Groups and external stakeholders (i.e., the public, other municipalities, the provincial and federal governments, conservation authorities, private sector, etc.).

Performs other duties as assigned which may be required to support a teamwork approach in the Facilities Planning & Business Solutions section.

QUALIFICATIONS

1. The completion of post secondary education in Business Administration, Computer Science or a Facility Management related background or a combination of equivalent education and related work experience.
2. Highly proficient computer skills is required including practical experience with using AutoCAD, Integrated Workplace Management systems and/or Computerized Maintenance Systems, Microsoft office, Crystal Reports, PeopleSoft, Photoshop, GIS/ESRI, InforEAM and/or other similar software.
3. Experience with Space Management and allocation and BOMA standards for space measurement, as well as, general Facility Management experience is preferred.
4. Ability to work with minimal supervision, required to be goal-oriented, performance-based role that requires self motivation, excellent organization skills, innovative problem solving and an aptitude for meeting deadlines.
5. Highly developed ability to research, analyze and interpret statistical, financial and business information.
6. Excellent verbal and written communication skills, with the ability to communicate effectively with all levels of staff, management, public/private sectors, and the public.
7. Excellent organizational and time management skills. Demonstrated ability to be self-motivated, organize work, set priorities and meet deadlines with minimal supervision.
8. Previous experience in and knowledge of the principles, practices, policies and procedures of Performance

Measurement Programs including key performance indicators related to facilities management is an asset.

9. Must have excellent analytical, problem solving and innovation skills. Will be required to exercise good judgement and demonstrate self motivation.
10. Demonstrated planning, presentation and organizational skills with demonstrated ability to be a problem solver and drive project completion in a multi-stakeholder environment with competing priorities.
11. A team player with strong relationship building skills is required.

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