

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(ENERGY, FLEET & FACILITIES MANAGEMENT – FACILITIES PLANNING & BUSINESS SOLUTIONS –
LOCATION – 71 MAIN STREET WEST.)

SUPERVISOR FACILITIES & TECHNICAL SERVICES - CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Facilities Planning & Business Solutions, the Supervisor will be responsible for the day to day operation and delivery of centralized functions for the Energy, Fleet & Facilities Management division and will focus on the following areas:

- Responsible for the delivery of the centralized services assigned to the Facilities Service Centre
- Responsible for the delivery of centralized building environment services including the operation of building automation systems and repairs to associated equipment in the field.
- Providing supervisor administration functions for the Facility Services Centre and Building Controls Centre including associated staff
- Supporting the use and data quality of various technical systems including ARCHIBUS and Building Automated Systems
- Planning, implementing and evaluating day to day support operations for the Facilities Planning & Business Solutions section
- Responsible for the delivery of the Preventative Maintenance program
- Work with other sections to provide continuous improvement initiatives that streamline and optimize service delivery across the division

GENERAL DUTIES

The Supervisor, Facilities & Technical Services will take direction from the Manager of Facilities Planning & Business Solutions in the delivery of various support functions for Energy, Fleet & Facilities Management division including the following;

Facility Service Centre:

Oversee the day to day operations of the Facility Services Centre including ensuring excellent customer service in the following areas:

- a) working collaboratively with the Supervisors and other team members to assist and facilitate the dispatching of work internally, to external vendors as well as tracking and monitoring work order life cycle to completion
- b) booking boardrooms and other public use spaces, creating utilization reports for boardroom bookings
- c) facilitating move management
- d) tracking and monitoring service level standards
- e) scheduling work in accordance with Standard Operating Procedures SOPs, preparing and maintaining SOPs for the Facility Services Centre
- f) supervise building control centre

Working collaboratively with the City's Centralized Call Centre to ensuring information is shared between both departments and act as subject matter expert in providing information as well as assisting with process development.

Overseeing of administrative tasks including preparing boardroom booking reports, KPI reports, adhoc reports, fixing mobile phone issues related to in the field operations applications, order technology related systems as required.

Work collaboratively with IT to support and maintain technical systems used by the Energy, Fleet and Facilities Management division including enterprise asset management systems, integrated workplace management systems, autocad and mobile facility management solutions. This position is responsible for ensuring that a high level of data quality and integrity is maintained in all systems including designing processes and procedures that ensuring data quality is maintained.

Report regularly on metrics for the Facility Services Centre as well as provide various types of analytical reports as

required by the Division. Liaise with corporate IT on projects that improve and enhance business processes related to facility management. Participate on IT committees as required to advocate on behalf of Facilities and pursue advancements that benefit facilities management interests.

Coordinate and optimize ARCHIBUS system usage across all of ARCHIBUS modules including, Preventative Maintenance, Demand Maintenance, Space Planning, Project Management, Reporting and other modules or related programs as required.

Work collaboratively with other departments that use ARCHIBUS to troubleshoot issues and promote enhanced usage of the system.

Participate in the broader external ARCHIBUS community to leverage synergies and efficiencies. Using Crystal Reports, work collaboratively with others to develop and generate systems reports as required.

Oversee the provision and support of other software applications specific to the Facility Management & Capital Planning group including (NOMAD) FieldFLEX mobile.

Participate in committees and/or groups related to technology and other support services as may be required.

Quality Assurance:

Ensure all assigned KPIs targets are met for the assigned area of responsibility.

Assist with the continual improvement of process and performance through the design and implementation of various initiatives.

implementation of Quality Management procedures and protocols including performance standards related to facility management.

Responsible for developing project based work plans and managing associated projects. Meet and report on measurable objectives for both personal and team performance.

Responsible for the performance management of full and part time staff including motivation and supervision, interviewing, hiring orientation, training, disciplining, performance reviews and confidential matters.

Ensure timely completion of all administrative functions and reporting relating to labour management in accordance with existing policies, procedures and collective agreements.

Encourages team members to strive for continuous improvement. Implement a quality service approach within the Facility Service Centre to ensure the highest level of customer satisfaction. Acts as mentor to staff by providing ongoing coaching, team building and direction to ensure that service quality levels are met.

Responsible for the Leased Properties portfolio and/or other building portfolios as may be assigned. Coordinates with technical staff and other Facility Supervisors to respond to requests from client departments for specialized technical skills. Acts as the City's representative when Landlord/Tenant issues arise.

Provide after hours or peak period backup in the event of major problems and acts as primary contact in problem situations.

Interprets and ensures compliance with applicable legislation relating to facility management and labour management including Occupational Health & Safety Act, W.H.I.M.I.S., applicable Provincial/Federal Act/Standards and Union Agreements.

Provides input and consultation to the Operating and Capital Budgets. Manages expenditures to meet budget targets.

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 major responsibilities of the job with minimal supervision and direction.

QUALIFICATIONS

1. University education in business administration, facility management or other relevant field is preferred or an equivalent combination of education and experience that is related to Facility Management.
2. Leadership experience in managing a unionized team combined with leadership training is preferred.
3. Considerable experience in the administration, maintenance and configuration of facility management software, preferably ARCHIBUS, including experience with software project implementation is preferred. Alternatively, experience with the administration of software solutions including related to enterprise asset management and/or integrated workplace management systems.
4. Extensive experience in the commercial Facility Management industry preferably combined with a recognized Facility Management designation or related education including knowledge of all 11 core competencies for Facility Management. Knowledge of technical operations related to building maintenance.
5. Past experience managing preventative maintenance programs is preferred including working knowledge of life cycle asset management principles.
6. Experience with building automated systems (BAS) is required including managing various types of BAS software systems including practical knowledge in optimizing building environmental controls to ensure optimal energy consumption and minimal climate impacts.
7. Extensive experience with managing multidisciplinary staff including motivation and supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations, and confidential matters is preferred.
8. General knowledge of Project Management Body of Knowledge (PMBOK) procedures.
9. Innovative thinker with strong problem solving skills with strong focus on providing excellent customer service and continuous improvement.
10. Analytical Skills –ability to produce standard and customized facility management reports using Chrystal reports
11. Have good organizational skills and the ability to prioritize work and delegate responsibilities as required.
12. Excellent interpersonal and communication skills with the ability to deal diplomatically with all level of management, staff and public.
13. Excellent analytical, report writing and presentation skills required.
14. Familiarity with and the ability to interpret legislation applicable to facility management and municipal services
15. Proficiency in Windows and Microsoft Office applications, including Excel, Word, PowerPoint and Outlook.

16. Experience/knowledge of other corporate software packages including, PeopleSoft, HR systems and an aptitude to learn and work with new technologies

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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