

## **CITY OF HAMILTON**

**PUBLIC WORKS DEPARTMENT**  
**(CORPORATE FACILITIES & ENERGY MANAGEMENT DIVISION - FACILITIES PLANNING & BUSINESS SOLUTIONS – LOCATION – TBD)**

**PROPERTY MAINTENANCE/INVESTIGATOR (FACILITIES) - CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to the Manager, Facilities Planning & Business Solutions (or designate) the Investigator(s) will respond to inquiries and complaints requiring field and facility investigation. The Investigator(s) will follow up with Contractors, Staff, Constituents, Counsellors, etc. to address property issues through direct resolution working with Contractors, work order generation and performing minor repairs.

**GENERAL DUTIES**

The position will investigate and respond to inquiries, complaints/claims related to the delivery of the Facility Operations and Maintenance for the Civic Properties Portfolio involving the following actions:

- Receive inquiries, investigate and rectify issues with respect to Civic Properties and other City owned properties.
- Maintain accurate daily logs and records of proactive site visits, track and log information pertaining time allocation at individual sites and report on condition of properties.
- Liaise with the general public, various internal departments, outside agencies, ward Councillor's office and staff.
- Review site conditions and make the initial assessments. Cost estimates and makes recommendations to the Manager or designate on remedial actions to be taken regarding sites issues.
- Write detailed reports, maintain records, and site conditions.
- Investigate and recommend appropriate corrective actions to the Manager for remediation.
- Uses Archibus to maintain and retrieve operational and maintenance records and data.
- Maintain accurate list of properties owned and status of acquisition/disposition

Respond to Corporate and Civic properties to investigate various emergency conditions and requests from By-law Officer, Police, Fire, Emergency Services, various Provincial Departments, etc. to evaluate situational requirements and where practical, co-ordinate corrective actions within established City of Hamilton policies.

Drive a City owned service vehicle and performs activities that maybe required in support operation or direct response to complaint resolution, as appropriate. Abides by all City policies pertaining to use of City issued vehicles.

Wear City issued uniform and maintains neat tidy, professional appearance.

Request and receive underground locates from the various utilities as it relates to demolitions and other aspects in Facilities and Civic Properties.

Co-ordinate and oversee Contractor while performing work requests.

Respond to vacant Civic Properties that have been compromised through break-ins, vagrants living in properties and initiates remedial repairs.

Work in accordance with the provisions of applicable Health and Safety legislation and the City of Hamilton Corporate and Departmental Policies and Procedures related to Occupational Health and Safety.

Perform other duties as assigned which are related to the responsibilities of Facilities Planning & Business Solutions section responsibilities.

## **QUALIFICATIONS**

1. Must have a thorough understanding and knowledge to represent the service levels provided by the Facilities Management with relation to complaint and enquiry investigations and response.
2. Able to demonstrate knowledge and understanding of operations and service levels provided by the Operations, Facilities and Maintenance with relation to complaint and investigations and response obtained by a previous background and work experience in Facility Operations and Management.
3. Demonstrated knowledge of general Operations and Maintenance practices and techniques and all relevant workplace Health and Safety regulations and requirements.
4. Previous experience in general Facility Management practices and techniques relevant to Operations and Maintenance and services. Knowledge of relevant workplace Health and Safety regulations and requirements applicable to Operations and Maintenance.
5. Ability to read and understand blue prints and construction drawings.
6. Working knowledge of Facility Maintenance programs and related activities such as:
  - General Maintenance
  - Information and record tracking in relationship to risk management
  - Monthly Fire and Workplace inspections
  - Proactive site conditions inspections
  - Oversee Property standards and compliance of By-Laws of City owned and newly purchased properties
  - Assist with co-ordinating and oversee the use of properties as requested by various agencies
  - Assist with co-ordinating with companies for use of properties for movie shoots as requested
  - Work with other City departments to ensure security protocols are adhered
  - Facilitate and assist other departments and community partners to manage issues related to encampment communities within the Civics' Properties Portfolio.
7. Ability to assist in the developing of budgets as they relate to specific projects and/or programs.
8. Must be a strong team player, flexible and willing to help resolve issues
9. Able to deal with conflict with situations and demands from disgruntled constituents and others.
10. Ability to interpret others with regards to policies and procedures, City By-Laws and Federal and Provincial Acts as required.
11. Must possess excellent written and verbal communication skills.
12. Must be proficient in the use of computers and various software programs such as Word, Excel, Outlook and computerized maintenance management systems (Archibus).

13. Must possess a valid "G" class Driver's License

**THIS POSITION REQUIRES A VALID "G" CLASS DRIVERS LICENSE 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.**

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