

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(CORPORATE ASSETS & STRATEGIC PLANNING DIVISION – FACILITIES OPERATIONS & MAINTENANCE -
LOCATION – 77 JAMES STREET NORTH, SUITE 400)

SUPERVISOR, FACILITIES MANAGEMENT - CUPE 1041

The Community Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to the Manager, Facilities Operations & Maintenance responsible for supervising the delivery of efficient and effective operations & maintenance for Recreation Facilities by ensuring a healthy, productive, and safe environment for patrons and client departments.

GENERAL DUTIES

Supervises staff and provides the appropriate support to the programs being delivered from the facilities through the delivery of effective facility management services and ensuring operations are synchronized with Divisional and corporate mandate.

Supervises and oversees the efficient delivery of all aspects of in-house and contracted building maintenance for all recreation facilities under the jurisdiction of the Facilities Operations & Maintenance Section.

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

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

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

Administers the various programs such as preventative maintenance for all equipment, demand maintenance and health & safety by implementing and monitoring procedures, schedules, reports and providing advice and resolving problems.

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

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.

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

Remains current on major recreation and entertainment facility trends related to facility operations and maintenance safety requirements and related initiatives.

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

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

Continuously inspects all the facilities and equipment. Prepares and presents reports to Manager on items such as operational issues, equipment recommendations, etc.

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.

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.

In conjunction with the Manager, Facilities Operations & Maintenance, reviews plans and specifications for recreation buildings under construction and renovations and forwards recommendations for improvement to staff, other recreation sections or outside contractors and consultants. Provides input to Manager in areas such as design, construction, energy management, contract management, preventative maintenance and environmental standards with respect to operational efficiency.

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.

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.

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 and Safety Act, W.H.M.I.S., all applicable provincial/federal Acts/standards and Union Agreements.

Investigates, evaluates and implements solutions and prepares written reports to citizens and councillors' complaints and requests.

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

Participates as a member of the Facility & Capital Program management team to ensure integration of facility maintenance scheduling, operations, custodial services and other considerations so as to maximize building availability and readiness, customer service, revenue generation utilization, cost controls and related considerations.

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 City departments and other levels of government.

Assumes the duties of other supervisor(s) within the Facilities Operations & Maintenance Section during his/her absence.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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. A University Degree or College Diploma in mechanical, electrical, industrial engineering or facility management or equivalent combination of related qualifications and work experience.
2. Related supervisory experience in a unionized environment preferably in building maintenance, recreation or arena management.
3. Technical certification in facilities maintenance preferably related to an auditorium or indoor based operations.
4. Excellent organizational skills and time management skills, including the ability to co-ordinate staffing requirements for regular, emergency and special services.
5. Knowledge of building construction technology including mechanical/electrical systems, roof/wall/fenestration systems, structural systems and an orientation to maintenance management.
6. Excellent leadership, communication, presentation, report writing and interpersonal skills in order to co-ordinate, develop, supervise and support staff, consultants and contractors.
7. Must have excellent computer skills in a Windows environment utilizing MS Office software, a strong focus on financial analysis and budgeting.
8. Knowledge of:
 - a. Relevant portions of the National Building Code, the Provincial Building Code, the Area Municipal Codes & practices
 - b. Ontario Fire Marshall's Regulations
 - c. Insurance Advisory Council Regulations
 - d. CSA Standards, Forms of Agreement
 - e. Canadian Standard Form of Construction Document
 - f. Employment Standards Act and Ontario Human Rights Code
 - g. Municipal By-laws, Smoking and Alcohol Policies
 - h. Mechanical Refrigeration Code
 - i. Electrical Code
 - j. Operating Engineers Act
 - k. Barrier Free Access
 - l. Building control programming such as Honeywell
9. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
10. Knowledge of the Employment Standards Act and union agreements.
11. Must possess a valid Class G Driver's Licence.
12. Provision of a vehicle for use on the job.

13. Possession of one (1) course from the Certified Ice Technician (C.I.T.) program offered through ORFA or a Refrigeration Operator "B" Class Ministry Certificate would be an asset.
14. High Five Principles of Healthy Child Development Certification Considered an Asset.