

**Position Title:** Building Services Supervisor

**Department:** Housing

**Reports To:** Director of Housing

## Purpose

Reporting to the Director of Housing, the Building Service Supervisor is responsible for overall building maintenance management for a portion of the Grey County Housing portfolio.

Efficiently and cost-effectively manage day-to-day maintenance and general up-keep to buildings managed by the County of Grey.

Responsible for the planning and oversight of daily operational activities, working to ensure the best possible services with the resources available. Includes, but is not limited to, scheduling, inventory management, co-ordination of contractors and management of staff. Coordinate with outside agencies such as TSSA, municipal by-law enforcement, Ministry of the Environment, Police, Ministry of Labour, Chief Building Officials, Public Health, Municipalities, Electrical Safety Authorities, and Local Fire Departments to ensure compliance with applicable legislation.

## *General*

- Using appropriate software, plans, co-ordinates, directs and monitors the effectiveness of all operational activities within the buildings;
- Plans, organizes, directs and supervises department staff to perform proper general, routine maintenance, minor repairs, fire safety, and scheduled servicing operations to maintain buildings in a safe manner;
- Directs proper mechanical maintenance of equipment, and repairs to plumbing electrical, HVAC systems and other building systems.
- Determines scope of work, receives cost estimates and refers problems requiring specialized work such as electrical or plumbing to outside contractors and monitors work performed;
- Conducts regular maintenance rounds to ensure all safety, emergency, building and support systems are functioning properly;
- Liaises with outside service contractors and inspectors to assure equipment and environment conforms to applicable codes and regulations;

- Develops and sustains operational plans for the effective operation of the department;
- Establishes and maintains an effective quality and risk management system to ensure legislative regulations and standards are met;
- Ensuring Operations Records are properly maintained and updated as required such as Fire Inspection Logs, Snow removal reports, Elevators Logs, and maintenance logs.
- Coordinate with outside agencies such as TSSA, By-law, Ministry of the Environment, Police, Ministry of Labour, Chief Building Officials, Public Health, Municipalities, Electrical Safety Authorities, and Local Fire Departments to ensure compliance with applicable legislation
- Provides regular reporting to the Director regarding departmental activities, opportunities and challenges.

## Responsibilities

### *Supervision*

- Provide leadership and supervision to custodial staff including preparing performance plans and carrying out performance reviews at predetermined stages for all staff; selection of staff; initiating discipline as required; approving timesheets, overtime, time off, vacation, etc.; recommend staff rotation and promotions, merit increases and staff training. Attend staff meetings and chair regular custodian meetings. Promote and open honest workplace.
- Ensure completion of all human resources activities and documentation in compliance with the appropriate approvals and Grey County policies.
- Identifies department learning needs and makes provisions for appropriate education and continuing staff development
- Attend seminars, further training, continuous learning opportunities.

### *Innovation*

- Promote innovation within the work force. Review current practice and identify innovative ways to implement to enhance the maintenance operation.
- Work with various agencies (suppliers, other municipalities, architects/engineers) to investigate existing practices and implement updated practices.

### *Budgeting*

- Assists in the development of the annual departmental budget;
- Assists in identifying any necessary capital expense replacement items;
- Manages and monitors all expenditures, explains monthly variances and works with the Director to identify corrective action;
- Ensures effective and efficient procurement and supply control procedures

within the department;

### *Maintenance Analysis*

- Ensure all activities are documented and up to date records maintained.
- Monitor the facilities and make recommendations for routine and non-routine work required
- Complete Annual Fire Safety Plans & submit to Chiefs for approval
- Coordinate contractors' day to day work to complete emergency/minor maintenance requests.
- Complete Annual Unit inspections of Housing Units, approve and organize trades to complete work.
- Review the buildings with the Building Custodians and plan and budget work activities.
- Review products and methodologies being implemented and provide direction to staff regarding best practices
- Proactively review issues and provide recommendations to alleviate future maintenance issues.
- Work with tenants and tenant services to resolve tenant concerns and issues around maintenance issues.

### *Occupational Health and Safety*

- Ensure work is being completed in accordance with Occupational Health and Safety Act
- Reviewing any T.S.S.A , Elevator and Fire Reports.
- Complete annual Asbestos Inspections of Units and Housing Building

### *Other*

- Participate in weekly Tenant Services meetings to collaborate with tenant services staff to resolve maintenance requests, Duty to accommodate requests while operating within the Residential Tenancies Act and budgeting restraints.
- Ensure compliance with the County of Grey's various policies covering Health and Safety, Harassment and/or Discrimination. General Corporate Policies.
- Participates with weekly on call duty on a rotational basis in order to support Grey County's Housings responsibility to respond to emergencies on a 24 hour/day basis.

## Working Conditions

Usual hours of work are 35 hours per week. Overtime is required to cope with deadlines, peak periods and unexpected situations that arise. 50% of time in the Housing Department, Administration Office: 50% on supervisory work in the field: exposure to weather condition in the field and inconvenience of machine noise, and other construction hazards and activities.

Extensive travel throughout the Grey County Housing portfolio as required. The successful candidate would exhibit excellence risk assessment skills in order to ensure Health and Safety when visiting constructions sites or visiting tenants in their homes.

## Contacts

### *Internal Working Relationships*

Director of Housing, Deputy Treasure, Tenant Services Team, Custodians and other Department Managers and Supervisors.

### *External Working Relationships*

Daily contact with contractors, Fire Departments, Police, Bylaw, and suppliers to monitor, inspect and authorize payment for work and materials, to ensure compliance with scopes of work, local by-laws, building codes and relevant legislation.

## Knowledge and Skill

- Relevant post-secondary diploma from a community college, i.e. Building Systems;
- 3-5 years' experience in building management, rental housing, supervision of staff.
- Knowledge of HVAC equipment, computerized building management systems, electrical systems distribution, fire alarm and sprinkler systems including operation of and testing requirements, emergency generator operations etc.;
- Computer skills including Excel/Word/Outlook;
- Ability to identify and resolve staffing issues
- Knowledge of computer concepts and ability to interpret data as related to maintenance management and operation management
- Ability to communicate effectively both orally and in writing and to produce various memoranda, letters, reports, etc. over a broad range of contacts
- Advanced knowledge of variety of regulations, policies and directive pertaining to safe working conditions and contract administration (ie. Ontario Building Code, Fire Code, Electrical Safety Good and, Occupational Health and Safety Act).

- Excellent interpersonal oral and written communication and leadership skills are required to deal with staff, to facilitate internal coordination; and to deal effectively with the public.

## Impact of Error

Errors in judgment may jeopardize public and staff safety, lead to inconsistency across the County and may lead to future financial cost to the County budget overruns and embarrassment/public criticism of unfair/unequal treatment of municipalities and property owners and potentially leading to lawsuits. Errors in judgment may also impair sensitive relationships municipalities and politicians.

Misallocations of funds and resources can have an adverse impact on staff and public relations and can lead to long-term deterioration of public image resulting in major impact on the entire organization.

Failure to properly store, maintain, or share confidential information could result in a loss of confidence in the services offered by Grey County Housing, legal action against the County, and could negatively impact tenant's safety.

Failure to meet and maintain Fire Codes and T.S.S.A regulation, and Ontario Occupational Health and Safety Act and Regulations could result in fines on or legal action against the County and could risk the health and safety of our tenants.

Errors in judgment could result in unsafe conditions for the public and staff, to the point of serious injury or death.