

Position Title: Manager of Facilities and Operations

Department: Housing

Reports To: Director of Housing

Purpose

To improve the physical condition of the County's portfolio of owned buildings and non-profit housing.

To 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, 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.

To provide technical advice and project management services to other County Departments (Social Service, Children's Services, Economic/Tourism), make recommendations for general upkeep and maintenance of their facilities.

General

Manages efficient and effective day-to-day Maintenance Operations in accordance with County Policy and Industry standards. Oversees and provides direction to the Maintenance Supervisors and Building custodians and ensures regular and consistent two-way communications.

Ensures consistent and technically sound property management techniques and practices are applied throughout the portfolio.

Develops, implements and monitors preventative maintenance programs including:

- Coordination of all repairs, preventive maintenance and warranty claims for all Grey County Housing Portfolio.
- Managing Housing Asbestos management program
- Inventory Management system for the supply and distribution of inventory to County Housing/Administration Facilities.
- Ensuring Operations Records are properly maintained and updated as required such as Fire Inspections Logs, Snow removal reports, Elevators Logs, and maintenance logs.

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.
- 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

- Plan and budget work to be completed by the Maintenance section (Building Custodian & contractors). Constantly monitor to the budget and recommend modifications as required while ensuring working within budget.
- Prepare annual 10 Year Capital Forecast for Housing Units and Grey County Administration Building in collaboration with Finance Dept.
- Review monthly FRX Financial reports of all Housing Buildings and recommend appropriate budget adjustments or other actions as necessary.

Asset Management

- Participate as a member of the asset management cross-functional team to oversee asset management planning activities that fall within the Housing portfolio and act as support to other departments.
- Manages the completion of an annual asset assessment of County Buildings. This will include assisting in the physical review and completion of an annual report that will identify condition-based data such as facility condition index, routine and non-routine maintenance, preventative maintenance and future capital projects.

Maintenance Analysis

- Reviews building needs and coordinates with building condition assessments to plan future capital projects. Updates building condition assessments to reflect actual project costs in order to update projected reserve fund balances.
- Review and revise Fire Safety Reports yearly and T.S.S.A elevator reports to plan future operating projects to ensure all
- 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.
- Resolve inquiries from the public and tenants

Contract Administration- Maintenance

- Identifying major capital projects to be undertaken within the Housing Department's entire portfolio, taking into account short and long-term budgetary limitations, with additional input from property management staff and tenants.
- Responsible for preparing highly technical scopes of work for the non-recurring and recurring works programmes concerning architectural, structural, mechanical and electrical systems and emergency maintenance repair work in conjunction with technical staff, consultants, etc.
- Managing the contracting and tendering process for all non-recurring capital projects and for major recurring contracts. Evaluating contractor submissions and recommends the awarding of contracts in accordance with technical and purchasing policies.

- Approving contract payments when work has been performed in accordance with contract terms and conditions and all other duties related to the contracting process, including approving change orders and credits.
- Developing and monitoring programmes, policies and strategic plans governing maintenance activities undertaken throughout the portfolio, budget compliance, expenditure control, energy conservation measures, use of tools and equipment, training, etc.
- Manages the development, scheduling, forecasting and controlling of the Housing Department's non-recurring capital budget based on a ten year projection and the Building Condition Assessment reports.

In House Construction

- Plan and coordinate the labour, equipment and resources required to undertake capital and operating work in an efficient manner.
- Oversee contracted services to ensure regular and scheduled is being completed construction and maintenance work in an efficient manner.as per tender drawings/specifications, work and purchase orders.

Reports

- Manage & organize yearly unit inspection, and organize contractors to complete necessary work.
- Co ordinate with Local Fire Department on Annual Fire Safety Plans/legislation requirements, changes, & infractions.
- Co-ordinate with Director of Housing County Wide Energy Plan and Report.

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

Facilities

- 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.

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.
- Ensures compliance with the County of Grey's various policies covering Health and Safety, Harassment and/or Discrimination. General Corporate Policies.
- Participates in Grey County Emergency Planning and disaster Management
- 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, CAO, other County Directors, Deputy Treasure, Tenant Services Team, Custodians and other Department Managers and Supervisors.

External Working Relationships

Daily contact with contractors, architects/engineers, Fire Departments, 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. Regular

contact with architects, consulting engineers and other technical consultants regarding major capital works projects, and the incumbent is frequently called upon to explain results expected.

Knowledge and Skill

- Post-secondary certification in building technology (engineering/technology) such as Degree or Diploma in Construction Engineering or Architectural Technologist. The position requires a thorough knowledge of building construction combined with five years of Management experience in the building construction and maintenance fields.
- Knowledge of contract administration, including performance control, contract modification, dispute resolution and closeout, as well as the Construction Lien Act is required. Proven project management experience is required, specifically with respect to planning, scheduling, budgeting, supervising and reporting on project progress.
- Must be able to read, understand and interpret technical construction drawings and specifications, and must possess the knowledge and ability to prepare scopes of work which include sketches, computer assisted construction drawings and specifications
- Well-developed skills and knowledge in coordinating and planning staff activities
- Good knowledge of human resources policies and practices and the Collective Agreement
- Ability to identify and resolve staffing issues
- Good knowledge of County standards, policies and procedures
- 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 tenants 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.