

The University of Winnipeg Classification Specification

Date: November 12, 2019

Classification: Facilities Coordinator

Unit: IUOE

Character of this Classification Level

This position exists within Physical Plant to facilitate the maintenance and operations of the University's Housing assets which are managed by the Campus Living Department. The University manages hundreds of beds in two sets of residences, including McFeetor's Hall (a dormitory residence hall which also includes family apartments), four standalone houses on Balmoral Avenue.

Reporting to the Director of Physical Plant, with a "dotted line" reporting relationship to the Director of Campus Living, the incumbent is responsible for overseeing and coordinating maintenance and repair requirements for all residence buildings. He/she acts as the single point of contact for facilities issues and liaises with Physical Plant, the Campus Living Office and outside contractors to ensure all maintenance needs are addressed in a timely and satisfactory manner. Communicates maintenance priorities to Physical Plant trades supervisors that include locksmith, plumbing, carpentry, electrical, painting, and mechanical. The incumbent works alongside the Director assisting with and providing input on general maintenance routines, long-term capital planning projects and equipment purchases.

Characteristic Duties and Responsibilities

1. Facilities Maintenance

- Receives, investigates and resolves issues related to the maintenance of the residence facilities, equipment, and furnishings. Receives and consults on requests for alterations, renovations, and completion of new work. Initiates documentation as required.
- Single Point of Contact in Physical Plant for repairs and maintenance ensuring that building maintenance issues (i.e., broken doors or windows). Must also ensure that maintenance is completed in a timely and satisfactory manner.
- In the case of a facilities emergency, during normal business hours the incumbent would be contacted to vet facility issues and determine what issues need immediate attention and what can wait until regular business hours, e.g., broken windows, overflowing toilet, etc. After hours contact will be through established standard operating procedures.
- Liaises regularly with the Residence Custodial Supervisor to ensure the cleanliness of buildings and on matters related to building maintenance and furnishings, ensuring that building deficiencies and damaged items (identified by custodial staff)

are repaired and/or replaced.

- Coordinates and maintains student storage facilities, pick up hours and processes. Liaises with the Campus Sustainability Office regarding the collection, storage and disposal of residence room items left behind at various times of the year, but mostly during peak move out periods.
- Responsible for researching, sourcing, and purchasing (low dollar amount), required equipment/furniture.
- Ensures efficient maintenance and mechanical operations of the residence buildings through constant liaisons with the Physical Plant Department and outside contractors. Also responsible for establishing and maintaining positive relationships with other University departments such as Campus Security, Conference & Catering Services, Food Services, Technology Solutions Centre and Student Services. This requires constant communication and regular meetings with other departmental personnel.
- Executes, or when necessary arranges for, the movement, set-up, and takedown of equipment and furnishings for activities in the Student Residences.
- May perform minor repairs on furniture or equipment.
- Maintains a detailed filing system on all matters of business related to the Student Residences facilities.
- Submits recommendations for operating policies, maintenance, and improving economical utilization of the building, equipment, and personnel to the Director.
- Ensures that building security systems, such as alarmed doors and surveillance cameras, are monitored and issues reported accordingly.
- In coordination with the Health and Safety Office ensures that occupants and staff are properly trained for emergency situations, such as a fire.

2. Administration and Equipment Acquisitions

- Assists the Director in the development and implementation of a life cycle plan and capital improvement plan for renovating and refurbishing the residence complexes and its furnishings and amenities.
- Attends construction project meetings to provide input on logistics and potential impact on resident day-to-day activities. Works closely with Physical Plant Project Coordinators ensuring proper communication and the timely completion of projects.
- Initiates or approves work orders, contacts outside tradesmen, and monitors costs of buildings repair and maintenance. Maintains liaison with all trades in Physical Plant and outside contractors.
- Solicits purchase quotations for items such as furniture, microwaves and televisions and prepares Purchase Requisitions for new work, e.g., doors, locks, and millwork, etc.
- Advises the Director as to the state of the buildings and anticipated problems.

- Assists Physical Plant Department with initiatives as required.

3. Liaising with the Campus Living Office

- Receives requests for service and reports back after completion.
- Identifies maintenance priorities in consultation with the Campus Living Office.
- Periodic site and unit inspections to ensure an ongoing high quality of care and cleaning contracts are executed effectively.
- Assists the Campus Living team with room turnover as it relates to maintenance and cleaning during peak time periods to ensure the quick turnover is managed efficiently.
- Receives facilities issues related to room condition and makes an assessment for repairs and provides costs related to facilities damages to Campus Living.

Qualifications Required

Formal Education and Designations:

- Completion of a formal training program in a related discipline from a recognized institute plus three years of directly related experience.
- Course in quality control or process management would be preferred.

Experience:

- At least three years' experience in facilities management required. At least one year of related experience in a university environment required. Knowledge of and familiarity with maintenance issues of residence buildings or housing facilities such as apartment blocks required. Computer experience is essential. Minimum two years of supervisory experience required. Knowledge and experience in hiring practices preferred.

Skills, Knowledge, Abilities:

- Exceptional interpersonal skills are essential. Intuitive/problem solving skills necessary for trouble shooting customer/building concerns. Good organizational and communication skills are required. Mechanical skills would be an asset.
- Ability to work under pressure in a high traffic setting is critical. Ability to meet and serve the residence students and summer guests in a variety of situations is important. Ability to forecast problems and respond to them before they occur is essential. Must be physically capable of performing all aspects of position including extensive walking and moving items that can be awkward or up to 50 pounds.
- Excellent interpersonal, problem solving, and decision-making skills
- Proficient in the use of Campus Living Software (e.g., StarRez) for property management issues tracking

- Attention to detail is required and the ability to multi-task.
- Ability to relate well to students, parents, staff, Faculty, and general public.
- Familiarity with University policies and procedures.
- Must be able to pass a criminal record/child abuse registry check.
- Must be available to work varied shifts if necessary shifts, when necessary
- or equivalent combination of education, experience, skills, knowledge and abilities