

The University of Winnipeg
Class Specification

Revision Date: October 25, 2016
Page | 1

Classification: Service Worker Lead Hand – Internal
Unit: I.U.O.E.

CHARACTER OF THIS CLASSIFICATION LEVEL

The Physical Plant Department is responsible for the maintenance and repair of the physical facilities of the University, including but not limited to all buildings, grounds, furnishings, fixed equipment, shipping, receiving, environmental and postal services.

In positions at this level, incumbents coordinate and perform general maintenance duties and apply specific skills, under the general direction of Physical Plant administration.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Trains, coordinates and assists Physical Plant Administration in the evaluation of new staff and casual staff hired in Service Worker positions
2. Makes regular inspections for general conditions and fire hazards and takes appropriate action
3. Assists in evacuations, according to procedures in a safe and responsible manner
4. Is responsible for security and maintenance of all assigned tools and equipment
5. In consultation with Department Administration, assists with the General Service section of the Physical Plant Department
6. In consultation with Department Administration, is responsible for the upkeep of the Service Worker job sheet and assists in allocation of duties to the Service Workers
7. Is responsible for the care and control of the Centennial Hall stock room including inventory and notification to Department Administration of same and keeps records, estimates and researches cost saving methods for consumable items within Physical Plant
8. Orders materials and equipment as well as maintaining inventory control in the Service Worker Section.
9. Participates in the development of specifications and monitoring the effectiveness and appropriateness of consumables for the Physical Plant (e.g. janitorial supplies, light bulbs, garbage bags, window cleaning, equipment and supplies for the plant)
10. Handles problems of visitors and acts as an ambassador/customer service representative for the Physical Plant Department
11. Is responsible for ensuring safe transportation of goods and materials by the Physical Plant Department
12. Assists the department Office Assistant to record and monitor vacation and sick time for all Service Workers
13. Assists Physical Plant Administration in monitoring the cleaning contract
14. Performs other related duties as required or assigned
15. Works with the Event staff and Media Service staff to coordinate and manage the proper room and event set-up for events and conferences held on campus. This includes providing estimates of time and effort required, ensure fire codes are maintained etc.
16. Coordinates, schedules and allocates Service Workers' time for: safety, cleanliness and aesthetics of buildings including but not limited to: furnishings, lights, windows.
17. Coordinates and assists as required in lifting and transporting furniture, equipment, boxes etc. to a variety of locations on campus which may include set-ups for special events, convocations, registrations, etc.
18. In consultation with Department Administration and the Safety Office and the Lead Hand External in the development and maintenance of Safe Operating Procedures for all equipment used by Service Workers
19. Is responsible for the care and control of the Centennial Hall Service Worker Tool Room

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Page | 2

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20. Assists as dispatcher for the Physical Plant Department, directing messages, all e-mails, key usage requests, and work orders to service and utility workers plus trades and Engineers and follows-up to ensure all duties have been completed efficiently and accurately

QUALIFICATIONS REQUIRED

The minimum qualifications necessary for acceptable (satisfactory) performance are:

Level of Formal Education

- High School completion or acceptable equivalent
- Class 5 driver's licence
- WHMIS training
- First Aid training

Experience

- Must have a minimum of 5 years of directly related experience
- Must have some experience and working knowledge of Physical Plant operations in a University environment, in a lead hand capacity
- Minimum 2 years direct experience in supervising staff and directing work flow
- Must have computer experience in current application software
- An acceptable equivalent combination of education and experience may be considered
- Experience reading blueprints
- Experience in facility management, operations, and maintenance
- Experience in materials handling
- Construction experience is an asset
- Experience in equipment operation, e.g. skid steer, turf maintenance equipment etc.
- Experience in doing set-ups for large events

Skills and Abilities

- Must be able to perform all duties independently
- Must be able to direct others and communicate effectively with all staff, students and the public
- Must be able to handle and operate all tools and equipment necessary for the performance of duties
- Must be proficient in word processing and spreadsheet applications
- Must have effective oral and written communication skills

Physical Requirements

- Must be able to access all areas of the University grounds and buildings
- Must be able to lift and transport heavy items without accident or injury (up to 50 lb.)
- Must be capable of performing the duties as assigned

This class specification is intended to illustrate the characteristics of this classification level and should not be interpreted as a description of any one individual position within this classification level.