

Job Description/Specification

Identification	J0257	TFEU/BCTF Joint Salary Committee Decisions
JOB/POSITION TITLE:	Facilities Supervisor	FORMER TITLE/DEPARTMENT: Admin. Services Supervisor (J0255) & Facility Services Assistant (J0253)
DIVISION/DEPARTMENT:	FAS	PAY GRADE: 5
SUPERVISOR'S TITLE:	Facilities Manager (J0286)	DATE APPROVED: October 22, 2018

Function and purpose (a)

To co-ordinate, supervise, and participate in the work of the support staff; to co-ordinate facilities services and facilities administration activities; and to provide administrative support and back-up to the Facilities Manager in the event of their absence.

Principal duties and responsibilities (a)

Supervision

1. Plans, organizes, assigns, and participates in the work of the Switchboard Operator/Receptionist, Staffroom Co-ordinator, and Facilities and Purchasing Assistant.
2. Schedules and authorizes hours of work, overtime, vacations, and leaves of absence, and schedules back-up relief for switchboard and staffroom activities.

Facilities Administration

3. Monitors, and has signing authority for communication and staffroom budgets. Conducts needs analysis, and makes recommendations for acquisition of facility related items, including staffroom equipment, furniture, equipment, telecommunications hardware, and telecommunication software. Co-ordinates the delivery or installation of these items.
4. Responsible for the maintenance, tracking operation, optimization, and inventory of all voice communication equipment including peripheral equipment such as telephone sets, switchboard console, voice mail, and cellular phones. Corrects user problems or arranges for appropriate maintenance/repair assistance. Obtains estimates of costs and arranges all telephone moves and installations. Performs in-house programming on the telephone and voice mail systems.
5. Monitors and processes, and checks for accuracy, Federation telephone bills. Keeps an ongoing computerized record of bill reconciliation, budget implications, traffic data and staffing requirements for peak calling periods. Reviews and negotiates plan rates on an annual basis.
6. Acts as liaison with the Information Technology Department to ensure security administration of mobile phones and to co-ordinate projects and installations which have voice/data integration implications. Attends Technology Policy Committee meetings to ascertain and ensure that current and future communications strategies are understood and planned for.

7. Develops training programs and provides training for staff on all types of mobile phones, telephone sets, and voice mail. Trains staff, including casual staff, in switchboard, reception, and staffroom duties. Provides or develops all necessary training materials.
8. With the Facilities Manager, develops or modifies meeting room policies.

Facility Services

9. Provides administrative support to the Facilities Manager.
10. Acts as back-up to the Facilities Manager during their absence including:
 - a. supervision of Maintenance staff
 - b. provision of property management services to tenants and BCTF staff
 - c. management of contractors and service providers
 - d. monitoring of building projects and repairs
 - e. responding to call-ins of an emergency nature to the BCTF building.
11. May be required for call-ins of an emergency nature to the BCTF building and is on the call-in list for after-hours alarms.
12. With the Facilities Manager, is a Chief Emergency Warden on the Emergency Response Team.
13. On occasion, answers Maintenance cell phone and responds to inquiries.
14. Conducts product research and pricing. Makes purchasing recommendations on furniture and equipment. Works with all BCTF departments to assist in defining needs. Develops recommendations on furniture and equipment purchases.
15. Co-ordinates and supervises furniture and equipment distribution and installation. Initiates calls to service representatives for equipment and furniture repairs. Co-ordinates used furniture and equipment sales and recycling of computer equipment. Co-ordinates furniture and equipment moves and workstation reconfiguration.
16. On occasion, provides advice and assistance to teacher locals in the selection and acquisition of office/stationary supplies, equipment, and furniture.

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES, AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

Five years' experience in purchasing/facility service, budget implementation/control and inventory control, and related telecommunications administration experience, including more than one year's experience as a supervisor, switchboard operator/receptionist, or office administrator.

Demonstrated ability to initiate and ensure completion of projects and to independently take action and make judgements, work independently, and manage conflicting priorities that can result from a wide-range of areas of responsibility.

Excellent demonstrated communication, negotiation, and inter-personal skills.

Education and training (c)

Completion of secondary school (Grade 12) supplemented by commercial courses, i.e., principles of purchasing, inventory control; plus two years' training in purchasing and inventory control methods and procedures and property management.

Formal training in secretarial skills including typing, supervision, and office procedures.

Courses on sustainable/ethical purchasing and earthquake preparedness/emergency response would be an asset.

Licences and certificates (c)

None.

Environment (g)

Physical/emotional environment limited to conditions normally associated with office clerical work such as communication skills, equipment operating dexterity, and scheduling pressures. Occasional exposure to renovation site environment, electrical and other equipment rooms and difficult situations in the reception area.

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

Contacts and relationships with all levels of Federation staff and BCTF committee members are required to transmit, exchange, explain or clarify information, and to obtain co-operation in the provision of services, offer information, training, and assistance to users with all system help requirements and adherence to building policies and procedures.

Contacts and relationships with persons external to the Federation office involve BCTF tenants, teacher/members, local associations, general public, vendors, service providers, contractors, consultants and building trades are required to transmit and exchange information and data, transmit requests for equipment/furniture servicing and repair, deliveries, installations, follow-up on billing, and payment procedures.

Courtesy, tact, and diplomacy is required in dealing with both internal and external contacts.

Poor handling could have a marked effect on good relations, good will, and BCTF reputation and prestige.

Machines, equipment and work aids used

Computer and related software including Microsoft Suite of programs and data bases, centralized switchboard, voice messaging management system and equipment, mobile phone equipment and software, telephone, calculator, photocopier, FAX machine, coffee maker and dishwasher, supplier catalogues, Federation policies and procedures, Members' Guide.

Positions supervised (e)

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Physical and/or mental effort (f)

This position is subject to the continual stress of processing large volumes of work requiring a high degree of accuracy under the pressure of critical deadlines.

Some mental fatigue resulting from dealing with issues that require immediate actions and decisions.

Must be able to respond appropriately in emergency situations.

Working conditions (g)

No excessively disagreeable or undesirable elements are present with the work.