

## Job Description/Specification

|                             |                       |   |
|-----------------------------|-----------------------|---|
| <b>Identification</b>       | <b>J0286</b>          | <b>TFEU/BCTF Joint Salary<br/>Committee Decisions</b>                                 |
| <b>JOB/POSITION TITLE:</b>  | Facilities<br>Manager | <b>FORMER TITLE/DEPARTMENT:</b><br>Co-ordinator of<br>Purchasing/Facilities Services. |
| <b>DIVISION/DEPARTMENT:</b> | Purchasing/Facility   | <b>PAY GRADE:</b> 7   |
| <b>SUPERVISOR'S TITLE:</b>  | FAS/Director          | <b>DATE APPROVED:</b><br>January 26, 2016   |

---

### Function and Purpose (a)

Reporting to the director of FAS, the Co-ordinator of Facility Services, through departmental supervisors, plans, co-ordinates, and operates the Purchasing, Maintenance and Administrative Services Departments. Plans and co-ordinates acquisition and provision of office space, boardrooms, parking, furniture, equipment, supplies and services for employees, members, relocations etc. Develops activity plans, program statements, operating budgets and the BCTF's capital budget.

Reports to director of FAS and the Executive Committee on property management of the BCTF building leasing activities, construction activity, budget activity, tenant relations, tenant delinquent status and legal issues (e.g. on-going lawsuits) and staffing.

### Principal duties and responsibilities (a)

1. Ensures the effective day-to-day operation of the Purchasing, Maintenance and Administrative Services Departments (Facility Services) through direction to the Maintenance Supervisor, Administrative Services Supervisor and Purchasing Clerk; establishes standards and procedures for the departments; monitors departmental supervisors and Purchasing functions and responsibilities.

### Lease Administration

1. Works with lawyers to prepare lease documents for sign-off by treasurer and table officers. Negotiates leases and sub-leases on behalf of the BCTF with input from the treasurer, table officers, lawyer and real estate broker.

2. Stays abreast of leasing market conditions. Retains a real estate broker, as needed to market tenant space. Sends out request for proposals to real estate brokers and negotiates terms. Ensures property retains marketability by keeping building maintenance at a high level, retaining curb appeal, attracting compatible tenants and improving the building's reputation through quality property management.
3. Sets up and maintains lease files. Ensures rent adjustments, operating expense adjustments, property tax adjustments are collected and paid on time. Brings forward any relative date sensitive information, i.e. Twelve months prior to the end of a lease term, meet with tenant to discuss renewal. Interprets and enforces all lease terms.
4. Works with controller to develop financial reporting systems for tenants and the BCTF building accounts. Maintains an accurate current picture of property performance. Works toward a goal of maximum revenue based on market conditions and controlled expenses. Meets with tenants to co-ordinate move-in/move-out process.

### **Contract Administration**

1. On each tenant improvement package or any tenant paid changes to the physical space, works with tenant and consultants (interior designers, architects, communication specialist, mechanical, electrical and structural engineers) to develop project specifications. Provides such approval on completion of working drawings.
2. Works with tenant to solicit bids, qualify contractors and vendors to ensure that they use union contractors wherever possible, negotiates and awards contracts and manages vendor and service providers. Manages the construction process by ensuring tenant follows owner/tenant lease for tenant's work and tenant manual or oversees tenant improvements directly, as needed. Manages the landlord construction process directly.
3. Ensures contracts are set up with service providers for building services. Manages all aspects of contract administration and supervision of trades and service providers. Ensures regulatory requirements are met.

### **Physical Asset Management**

1. Program co-ordinator for property management of BCTF building company. Develops activity plans, program statements, staff projections, and revenue and expenditure budgets. Must be able to recognise and anticipate the impact of industry trends for long-range planning. Prepares long-range budget forecasts e.g. three-year capital budget, three-year lease projections. Seeks approval of annual budgets at the Finance Committee and/or Executive Committee and Representative Assembly. Implements and controls budget. Approves all operating and capital expenditures. Reports variances, as necessary.

2. Conducts building inspections e.g. mechanical, capital improvements, general repair on a regular basis and prior to budgeting.
3. Maintains the property and building to an established standard to retain tenants and present an appropriate public image of the building and building management staff. Implements and maintains a preventative and routine maintenance program. Ensures prompt response to tenant inquiries and maintenance requirements.
4. Develops and maintains policies and procedures for all aspects of building management, i.e. security, emergency procedures, building procedures, maintenance procedures, tenant manual, etc. Develops and implements work procedures, guidelines and expectations. Review policies and procedures on an ongoing basis to increase operating efficiencies.
5. Responsible for day-to-day decision making on all building matters, annual budget planning, long range capital and procurement.
6. Manages building projects.

#### **Tenant Relations**

1. Establishes positive working relationships with tenants by ensuring quick responses to inquiries and service calls and, providing quality maintenance and contractor service.
2. Establishes regular communication with tenants by holding meetings with tenant representatives. Sends out written notices, e-mails and building updates in a timely fashion. Stays abreast of potential problems to maintain a high level of tenant satisfaction.

#### **Training**

1. Maintains working knowledge of market conditions, building codes, city by-laws and property management methodology.
2. Ensures maintenance and janitorial staff receive training on building equipment and procedures. Ensure maintenance and janitorial staff remains current on building technologies.
3. Ensures the maintenance of a high level of quality service within areas of control; surveys changing user needs and expectations; identifies and/or investigates conflicts and problems related to work flow, equipment or staffing. Organizes staff structure and assigns staff responsibilities as necessary; measures and evaluates performance of staff.
4. In conjunction with the HR Director interviews, selects, staff in the Facilities and Purchasing departments. Evaluates supervisory and Purchasing staff; develops job descriptions;

participates with supervisors in the evaluation of departmental staff; takes corrective action to improve performance; provides guidance on personnel matters to supervisors as required.

5. Designs independently and with other Facility Services staff members' user or Facility Services training programs and documentation. Identifies the need for further technical training for Facility Services staff and provides training or recommends outside development and training.
6. Program Co-ordinator for the Administrative Services, Purchasing and Building Management programs. Develops activity plans, program statements, staff projections and operating budgets. Seeks approval of these budgets at the Executive and Representative Assembly; implements and controls budgets.
7. Manages BCTF facility space plans, renovations, moves, construction contracts, budgets and supervision.
8. Writes/updates policies and procedures for building operations, i.e., parking, security, building operations, etc.
9. Acts as an advisor to the Health & Safety Committee on facility matters.
10. Keeps informed of the activities of other departments and divisions that may impact on overall responsibilities, keeps staff advised of current activities that might affect them. Advises the director, FAS, on all matters within scope of position responsibilities.
11. Provides advice to local associations on facility matters. May provide personal assistance to locals within the areas of Facility Services as directed by the Director of FAS.
12. Acts as Chief Emergency Response Warden in case of disaster. Responsible for co-ordinating all in-house Emergency Response staff including Search and Rescue, building inspections. Ensuring that a cadre of Emergency Response wardens are trained at all times.

## **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)**

More than seven years of accumulated facility management and supervisory experience in purchasing, property management, project management and architectural design. Demonstrated ability to work independently with all levels of the BCTF and initiate action as required. Demonstrated knowledge, ability and skill related to Federation policies, procedures and systems, composition of correspondence, reports, policies and procedures, minutes and spreadsheets. Excellent communication, negotiation and inter-personal skills.

Understands contractual and lease language, reads and understands construction, architectural, mechanical, electrical and structural drawings. Must have working knowledge of mechanical, life safety, security and electrical systems. Must be familiar with office finishes and materials, construction project administration and change order process.

### **Education and training (c)**

Completion of secondary school (Grade 12) plus more than two years formal education in facility management from an institute of technology, college or a university, plus specialized training in property management, project management, purchasing and architectural design.

### **Licences and certificates (c)**

Certified Facilities Management professional designation or equivalent.

### **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 construction site environment.

## **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 BCTF staff, elected officials, committee members and local association officers are a major consideration in the job and require a high degree of tact and diplomacy.

Makes presentations and engages in discussion at all levels of the organizational structure.

Contacts and relationships with persons external to the BCTF office are also a major consideration, again require a high degree of tact and diplomacy in discussion, negotiation and/or mediation of issues with tenants, contractors, vendors and suppliers, real estate brokers, marketing firms, lawyers, developers, building trades, architects, engineers, consultants, appraisal specialists and government agencies.

### **Machines, equipment and work aids used**

Federation policies and procedures and program statements, Members' Guide, Computer using various software packages, office management periodicals and magazines.

### **Positions supervised (e)**

Directly

1 Facility Services Assistant

1 FAS Clerk

1 Maintenance Supervisor

1 Administrative Services supervisor

As necessary, casual/term staff, building contractors and consultants

Indirectly

6 full-time support staff, 3 part-time support staff

### **Physical and/or mental effort (f)**

The heavy demands of the position in terms of co-ordinating diverse areas of activity, both internally and externally, induces excessive mental fatigue due to constant pressures of volume of work, project

timing conflicts, deadline dates, mediating issues and continually dealing with problems that require immediate decisions.

**Working conditions (g)**

Occasionally works in a construction site environment and is exposed to dust, fumes and hazards. On call 24 hours a day, seven days a week.

---

Date

---

Incumbent

---

Supervisor

J0286  
January 26, 2016