

Job Description/Specification

Identification:	J0324	TFUE/BCTF Joint Salary Committee Decisions
JOB/POSITION TITLE:	Maintenance Supervisor	FORMER TITLE/ DEPARTMENT: Maintenance Supervisor
DIVISION/DEPARTMENT:	FAS Maintenance	PAY GRADE: 6
DATE APPROVED:	Mar 16, 2021	SUPERVISOR'S TITLE: Facilities Manager

Function and purpose (a)

Responsible for supervising and participating in the daily operation, inspection, Planned Preventative Maintenance (PPM) schedule, and repair of the physical plant equipment used for electricity, lighting, plumbing, security, life safety, fire protection, building envelope and heating, and ventilation and air conditioning (HVAC) at the BCTF building and grounds. Supervises and participates in the work of staff and contractors engaged in the maintenance of the BCTF building and systems. Applies specialized building maintenance and systems knowledge across different disciplines to ensure an efficient and safe working environment for staff, contractors, and tenants.

Principal duties and responsibilities (b)

1. Supervises, plans, organizes, allocates, assigns, motivates, and participates in the work of maintenance persons, contractors, and janitors who provide building maintenance and repair, security, cleaning, maintenance, and security services. Ensures maintenance and janitorial work schedules are adhered to and that work tasks are performed to established standards. Trains staff in proper maintenance and cleaning methods, health and safety, fire drills, and emergency procedures. Ensures established procedures are written, reviewed, and maintained in a maintenance manual.
2. Assists the Facilities Manager in preparing program statements, researches maintenance and project costs, obtains quotations, and prepares budget proposals. Monitors operating supplies and services budget and authorizes expenditures in that budget. Evaluates vendor offerings to determine product specifications and coordinate arrangements for purchase of equipment, janitorial materials and equipment and building parts.
3. Supports building maintenance and janitorial staff to ensure successful performance outcomes. Schedules and authorizes hours of work, overtime, vacations, and leaves of

absence. Approves and monitors timesheets and entitlements for all maintenance department staff according to established policies and/or collective agreement.

4. Monitors building lighting controls, camera and security systems, and operational systems software to troubleshoot, program necessary changes, and produces reports.
5. Arranges for or provides training to new staff in new methods and/or equipment. Ensures all staff are informed and up-to-date on all building and maintenance procedures.
6. Co-ordinates and schedules requests for service from BCTF staff and tenants. Prioritizes and communicates responses to routine, special, or emergency requests for service.
7. Collaborates with Joint Occupational Health and Safety Committee on maintenance initiatives in support of building safety.
8. Prepares and ensures adherence to maintenance department schedules for routine and preventative maintenance and janitorial work, and makes recommendations regarding building maintenance and renovation projects.
9. Directs and participates in a range of maintenance, repair, and renovation projects including plumbing repairs such as replacing washers and taps, unplugging sinks and toilets and changing sections of pipe; painting of walls, ceilings, and windowsills; carpentry projects such as installing shelving and table tops, furniture, workstation, and equipment assembly, lock and hinge repairs, wood refinishing, light and fixture changes, carpet, baseboard and floor tile repairs, gardening, pressure washing, furniture, equipment and supply moves, and shredding.
10. Directs the work of the janitorial staff in cleaning and sanitizing washrooms; stripping, washing, waxing, and buffing floors, vacuuming, carpet cleaning, sweeping, and dusting; washing walls, interior windows, light fixtures and furniture; emptying and disposing of garbage, compost, and recycled goods; ensures adequate crews for day, night, and weekend shifts; communicates instructions for night and weekend shifts; retains telephone contact with and inspects the work of the night and weekend shifts. Directs training in industry standard cleaning and sanitation. This often requires split shifts, flexible work hours on a 7 days/week, 19 hours/day basis.
11. Directs and participates in the security work for the building by ensuring doors are locked at the appropriate times and lights are programmed. Ensures unauthorized persons leave the building using established procedures or by calling the authorities. Responds to security concerns and alarm calls, monitors incidents, and prepares reports. Ensures routine security checks of the building, perimeter, and parking garage are adhered to. Reviews reports from the security guard contractor and evening, and weekend shifts.
12. Works with the Facilities Purchasing Assistant, Facilities Supervisor and the Facilities Manager to assist with renovations and relocations. Coordinates contractors/trades to

perform more extensive maintenance work and emergency repairs. Schedules and supervises additional staff required for projects.

13. Liaises with all BCTF staff and members regarding special meeting arrangements; ensures that arrangements are as requested for each meeting (e.g., seating arrangements, and audio-visual equipment set up); ensures that meeting rooms are cleaned after each meeting.
14. Directs and participates in the moving of furniture, equipment, and heavy supplies either relocating within the building or to external locations.
15. Programs building access security system to lock and unlock the building during prescribed hours, holidays, etc. Programs access cards for staff and tenants. Ensures unauthorized entries and alarms are monitored, attended to, and recorded. Ensures office keys and building access cards are distributed and signed for, and maintains records.
16. Ensures maintenance cell phone is answered and service is provided to staff, tenants, members, and service providers, etc. Provides prompt response time and communication to users of maintenance service. Calls appropriate service providers as needed. Follows-up and records work performed by contractors. Responsible for an on-call phone 24 hours a day, 7 days a week for six months each year to respond to working alone, alarm, and emergency building calls. Must be available to attend to building emergencies after hours when called.
17. Ensures tenant relationships are kept at the highest possible level by providing quality customer service.
18. Ensures Health and Safety requests are responded to and documented. Ensures safe working conditions for maintenance, janitorial staff, and contractors working in the building. Complies with and trains staff in WHMIS, fall protection, and relevant WorkSafeBC regulations.

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 (a)

More than five years commercial building operations experience including three years' of supervisory experience. Experience must include a good working knowledge of automated office building systems, health and safety requirements including WHMIS and fall protection, familiarity with plumbing, painting, carpentry, HVAC, electrical, fire protection systems, building envelope, building and janitorial maintenance, automated building system software for lighting, and security systems. Must have the ability to read architectural, electrical, and construction mechanical plans, specification manuals, and shop drawings. Knowledge of building codes and CSA.

Computer skills required in automated building systems and Microsoft Office program, including proficiency in Word, Excel and Outlook.

Experience working in a building with tenants is preferred. Demonstrated ability to work independently and as part of a team with excellent communication and interpersonal skills.

Education and training (b)

Completion of secondary school plus more than three years of formal training in technical courses related to building technology, facilities management, operating and repair procedures for HVAC, boiler, electrical, plumbing, fire protection systems, building envelope, construction, automated building software and blue print reading, supplemented with courses in supervision, building service worker, plumbing, electrical, and carpentry.

Two years training in HVAC systems to ensure a sound working mechanical knowledge.

Licences and certificates (c)

Boiler Licence, 4th Class Engineering Ticket

Interprovincial Red Seal in one of the following: Plumber, Carpenter, Electrician, or Construction

OFA Level 2 certification — or ability to obtain.

Certificates, licenses, tickets and/or diplomas related to duties and responsibilities preferred.

Environment (d)

Physical environment consisting of conditions normally associated with maintenance and janitorial work, such as exposure to volatile organic compounds, solvents, dirt, and unsanitary or infectious environment i.e. mouse droppings, hypodermic needles, human body fluids, electrical equipment, tools, noise, and renovations.

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 (e)

Contacts and relationships with all levels of BCTF staff, members, meeting attendees, service providers, emergency workers, and tenants are required in order to respond to service requests and emergency calls. Outside service providers such as security, emergency workers, building systems programmers, plumbers, electricians, carpenters, electrical, mechanical and architectural consultants, and maintenance and janitorial equipment and supply companies. Communication skills require a high degree of courtesy and diplomacy to provide a high level of service.

Machines, equipment, and work aids used

Tools such as hammers, drills, screwdrivers, wrenches, knives, box and wire cutters, chisel, grease gun, circuit tester, table saw, janitorial tools such as floor buffers, mops, squeegees, vacuum cleaners, pressure washer, carpet cleaning equipment, ladders, cell phone, walkie-talkie, and shredder. Procedure manuals, architectural, electrical, mechanical, structural plans, construction specifications, shop drawings and building control panels. Dayforce, Windows and Microsoft Word, Excel, and Outlook. Building software using GE lighting control, Kantech Entrapass Security, Digital Watchdog, and HVAC Enterprise Building Integrator software. Laptop used to monitor HVAC system remotely when on-call.

Positions supervised (f)

3 full time and 4 part time staff.

Physical and/or mental effort (g)

Work involves walking, standing, lifting, carrying, and may result in physical fatigue. Emergency situations require good judgement under pressure and ensuring responses follow prescribed procedures. Ability to lift 50 lbs.

Working conditions (h)

Nature of the work is such that incumbent can be exposed to dust, dirt, chemical solvents, unsanitary and infectious conditions, heights, noise, outside elements, and sharp tools. Hours of work require flexibility as staff work 7 days a week up to 19 hours per day. On call 24 hours a day, 7 days a week. Must be able to handle stressful emergency situations.