

## Facilities Manager

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**Reports To:** Executive Director  
**Department:** Facilities Management  
**Supervises:** General and Senior Maintenance Workers

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### Summary

The Facilities Manager ensures Gloucester Housing Corporation service standards are met by supervising the field staff, administering contracts for services and supplies. Asset Management and Capital Planning is part of the responsibilities. The Manager also analyses expenses and prepares reports and budgets for submission to the Executive Director. Additionally, they facilitate the activities of Facilities Management by providing resources and information to the office staff, field staff and tenants.

### Responsibilities (this is not an exhaustive list)

1. Supervises the field staff (Contractors, Maintenance Staff) by:
  - Ensuring staff meet all standard Health and Safety practices and regulations;
  - Assigning and prioritizing work orders, and ensuring that they are completed in a timely and professional manner;
  - Utilizing mobile software applications effectively to manage maintenance and repair work orders efficiently, and ensuring their effective use by field staff;
  - Ensuring standards are met by cleaning staff;
  - Ensuring that the standards for maintenance response and repairs are met;
  - Managing buildings and processes to ensure compliance with key performance indicators and targets;
  - Directing work on vacant units in cooperation with the rental department, and ensuring timely turnovers;
  - Directing work in occupied units for the purposes of completing approved redecorating requests or accommodating specific needs (accessibility, aging in place);
  - Scheduling and directing routine cyclical maintenance and preventative maintenance work;
  - Administering the After Hours Emergency Service contract with OCH, and responding on 24 hour/day basis when required to give direction to maintenance staff/contractors on emergency calls;

- Reviewing and approving staff payroll records;
  - Preparing annual evaluations of the maintenance field staff and other direct reports.
2. Administers contracts for services and supplies by:
- Maintaining a list of qualified contractors and other workers and supervising their activities on Gloucester Housing Corporation (GHC) maintenance work;
  - Initiating reviews of regular contracts for services and supplies on a regular basis;
  - Performing cost-benefit analysis from information extracted from invoices;
  - Preparing information for tender purposes;
  - Authorizing payment of contractor invoices, including release of holdbacks.
3. Analyses expenses and prepares reports and budgets for submission to the Executive Director by:
- Ensuring the regular inspection of the condition of the envelope, structure, systems and finishes of all properties, including vehicles and playgrounds, and reporting on the same;
  - Ensuring the completion of unit inspections (Pre-Move Out, Pre-Move In), Documenting the repairs or actions required and performed, including charges to tenants and Landlord Tenant Board actions;
  - Generating reports from in-house data or through research to provide accurate cost/benefit analysis, including reviewing and analyzing work order summaries;
  - Identifying potential major capital projects and extensive turnovers;
  - Maintaining Asset Management software;
  - Providing advice regarding efficiencies in maintenance-related expenses;
  - Preparing draft maintenance operating budgets for all properties and providing required analysis for review by the Executive Director, Finance Manager and relevant Committees;
  - Drafting annual Capital Plan to address urgent major repair needs of properties for review by Executive Director and approval by the Board.
4. Provides information and resource services by:
- Assisting the Executive Director in evaluating and prioritizing major capital projects related to turnovers as outlined in the budgets;
  - Developing and maintaining an Emergency Response and Business Continuity Plan;
  - Developing and maintaining a Hazardous Waste Program;
  - Ensuring the management of the key control system;

- Developing, implementing and maintaining a preventive maintenance program for all assets;
  - Keeping informed of relevant regulations as outlined in the building, property standards, and fire safety codes, as well as landlord-tenant legislation;
  - Assisting the Executive Director in establishing new or revised procedures related to tenant services and service standards and informing staff of same;
5. Hires, trains, coaches and supervises staff:
- Ensures a fair distribution of work;
  - Ensures the effective integration of staff into the larger corporate workflow and organizational mission;
  - Reviews the work produced by staff;
  - Provides regular and timely feedback to direct reports on their performance, and carries out annual performance reviews;
  - Identifies training needs and oversees training for direct reports ensuring they are able to perform in accordance with job requirements, and is responsible for the development of staff, including individual development plans and oversees mandatory training;
  - Maintains current knowledge of best practices and innovations in the industry. Undertakes continuing development to maintain professional designations as required.
6. Performs other duties as requested by the Executive Director.

This position supports the work of Gloucester Housing Corporation.

### **Education and Experience**

- 3 years of post-secondary education
- 5 years of related work experience, including supervision of staff
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements
- Intermediate ability to use Microsoft Office Suite
- Knowledge of Yardi Voyager is considered an asset
- Intermediate verbal and written communication in English
- Ability to communicate in French is considered an asset
- Knowledge of additional languages is considered an asset
- Accreditation through a relevant professional body such as RICS, IHM, REAC, BOMA, PMI, OACETT, PEO will be considered an asset

- Valid Ontario Class G Driver's License and daily access to a vehicle

### **Supervision and Decision-Making**

- Decision-making forms a large part of the performance and impacts an entire function of the organization. Procedures and precedents are generally established. Considerable judgement and independent thinking are required for developing solutions. On occasion the manager may be called upon to make critical decisions independently, affecting business continuity or emergency situations.
- Responsible for providing direct day-to-day supervision to a multifunctional team that includes office and field staff, students, and contractors, including after business hours support. Responsible for developing new or changed procedures.
- Works independently and must be able to think critically. Methods and procedures are not established. Responsible for administering and monitoring a multi-million dollar budget. Must be able to exercise sound financial judgment within assigned authorities, including analysing and making recommendations to the Executive Director. Responsible for developing new or improved procedures and contributing to departmental development.
- Considerable impact if errors are made including: financial, legal, reputational, loss of business continuity, the health and safety of staff and tenants.
- Regular use of confidential information and frequent access to occupied homes.

### **Working Environment**

- Interactions with internal colleagues involves planning and coordinating the efforts of others.
- Interaction with external contact involves dealing with extremely demanding interpersonal situations, including the de-escalation of potentially violent situations.
- Periods of moderate physical effort required (for example, sitting, standing, walking, reading and the constant use of a computer and phone screens ; regular travel within the city on a daily basis'; visiting construction sites, climbing access ladders and visiting roof tops).
- Some degree of physical skill and coordination required (for example; basic keyboarding, good coordination, speed and accuracy)
- Work may be a little uncomfortable and may lead to minor injury or illness. Some exposure to unpleasant working environment including construction, noise, dust, pests and potential bio-hazards, which could lead to injury of illness.
- The incumbent may be exposed to some stressful situations.

**Application Deadline is May 19, 2021. Send Resume and Cover Letter to [a.mason@gloucesterhousing.ca](mailto:a.mason@gloucesterhousing.ca)**