

## JOB DESCRIPTION

<b>JOB TITLE</b>	Facilities Manager
<b>DIVISION</b>	Facilities
<b>REPORTING TO:</b>	Divisional Manager, Facilities

### Summary:

The Facilities Manager provides support to the Divisional Manager in the development and achievement of the strategic goals and objectives of the Division. He/she is responsible for tactical planning, on-going liaison with the responsible personnel and coordination of maintenance, facility and equipment repairs that would support the strategic objectives of the Corporation, ensuring customer satisfaction in accordance with the Corporation's Operational procedures and standards.

The incumbent has a critical role in reviewing systems and procedures, cost management initiatives and contract negotiations relative to maintenance.

The incumbent lends support to the Human Resource initiatives of the Corporation and provides guidance and direction to employees as applicable

### Education, Knowledge and Experience

- Bachelor of Science Degree in Engineering, Facilities Management or related discipline from an accredited academic institution
- Master's Degree in a related subject area will be an asset
- Certificate in OSH
- Certificate in Project Management will be an asset
- Professional membership in a Facilities Management Association
  
- Working knowledge of State Financial Regulations
- Working knowledge of procurement process governing state agencies
- Excellent analytical skills
- Excellent negotiation skills
- Excellent communication skills
- In-depth knowledge of national building codes
- Proficiency in the use of Microsoft Office Tools and software relevant to job function

- Eight (8) years' working experience inclusive of three (3) years' operating at a managerial level in a facilities management environment

**OR**

Equivalent combination of Qualifications, Training and Experience

## **Key Duties & Responsibilities:**

### **Development of Human Capital**

- Liaises with the HR Department to ensure that applicable HR policies and procedures are implemented
- Ensures the on-going evaluation of employee(s) and implements mentoring, coaching, and appropriate training and development where necessary.
- Assists in the development of a Divisional Training Plan based on a needs assessment

### **Management of the Facility**

- Manages day to day maintenance activities to ensure operations at assigned Facilities are in accordance with contractual obligations and customer service standards
- Develops an over-arching maintenance plan for all facilities under area of responsibility to ensure that routine maintenance works are appropriately recorded and scheduled
- Contributes to the development and maintenance of a facilities asset management database
- Ensures on-going reviews and updates of the procedures to ensure continued relevance
- Works closely with the HSE and Security Departments to ensure HSSE compliance at all facilities
- Prepares, presents and / or submits Reports/Board Notes/Presentations as directed
- Prepares draft budgets and manages the approved budgets for the assigned Facility

### **Operational**

- Reviews service requests, recommends and implements the agreed corrective action
- Oversees maintenance and repairs and ensures corrective action is taken in respect of all safety issues
- Facilitates OSH Audits and Emergency Evacuation Drills
- Liaises with Maintenance Planner & Scheduler to ensure schedules support service standards
- Evaluates services and supplies against cost and quality in accordance with established specifications.
- Checks and verifies approvals and ensures all activities adhere to documented procedures
- Ensures that all financial transactions are undertaken in accordance with approved procedures
- Participates in the evaluation and selection process for the engagement of Contractors/Service Providers
- Monitors and evaluates the general performance of Contractors/Service Providers on a continuous basis and advises upper management accordingly
- Develops and implements a client feedback system and ensures that information received is documented and acted upon in a timely basis
- Represents the Corporation at meetings with Clients; takes decisions within limits of authority and undertakes necessary follow-up
- Monitors maintenance / repairs to verify completed works are in keeping with manufacturer's specification, approved scope of works and/or subsequent contract.
- Monitors works in progress; ensures costs are managed within budgets and agreed contract
- Ensures that accurate and complete documentation are appropriately filed for each maintenance related transaction

- Monitors operations at the Facility(s) and submits plans for improvements, including recommendations for effective and efficient cost management
- Ensures the records management function is maintained in accordance with approved procedures
- Performs any other related duties as are assigned

## Key Behavioral Competencies

**People Development:** Has the ability to create an environment that enables action on the part of employees towards the fulfillment of organizational and individual goals. Is able to assess strengths and weaknesses and provide feedback that would enhance performance.

**Governance/ Compliance:** Demonstrates and behaves in accordance with company and state policies, rules and regulations.

**Problem Solving:** Is able to analyze complex data or situations, prioritize key issues; creates insightful solutions to problems and ensures proper execution

**Personal Attributes:** Uses initiative; has the ability to act with minimum supervision; demonstrates a high level of confidentiality; has a consistent pattern of satisfactory attendance with strong work ethics.

**Team Player:** Performs role assigned in the interest of the team's success as against individual concerns; Participates in teamwork and conveys sense of appreciation to other team members; allows others freedom to contribute in group projects.

**Communication:** Has the ability to communicate at all levels in the organization, and with the external stakeholders. Interacts positively with peers and members, willingly and consistently provides information in an easily understood manner that permits and encourages feedback.

**Strategic Perspective:** Has the ability to contribute to development, execution and monitoring of plans that enable the organization to fulfill its intended/overall purpose.

**Customer Focus:** Has a strong understanding of the service requirements and the contribution to the success of the business; Ability to manage key relationships and respond promptly to internal and external needs.