

ROLE SUMMARY

Reporting to the Manager, Municipal Facilities, the Manager of Facility Maintenance Services oversees all aspects of ongoing technical and building service operations, including planning, organizing, staffing, leading, and controlling all maintenance activities across the Municipal Facilities portfolio. The position will work to ensure stakeholders understand and support the Departmental vision, goals, and objectives and drive the successful maintenance management program to ensure safety and reliability of Municipal Facility assets.

As a member of the Engineering's Management Team this position leads a team of unionized staff and will coach mentor and develop leaders to successfully deliver maintenance services across a diverse portfolio of fixed assets. In addition, the position will be required to inform, guide and advise the District's senior management team on the divisional and sectional systems and processes and uphold the requirements outlined in the departmental Professional Practice Management Plan (PPMP).

The position serves as the formal liaison between intra and inter-divisional teams and the management team. Responsible for the structure and staffing of the Municipal Facilities, Facility Maintenance Services Section, this position will lead/guide the tradespeople, building maintenance teams, section managers, and technical staff through the asset management best practices.

Responsible for tailoring and promoting the consistent use of computerized maintenance management systems (CMMS) and other tools and techniques. This position will provide oversight, direction and/or supervision of internal and external teams ensuring Facility Maintenance Services sufficiently supports the organization's demands. Actively monitor systems and workflows for compliance through audits/reviews and implementing new processes to improve performance. This position will help to drive a variety of initiatives, including operating and capital construction works as well as process-oriented projects across the Municipal Facilities Division.

QUALIFICATIONS

- A Degree in Building Sciences, or related field.
- Registered as a Professional Engineer with Engineers and Geoscientists BC (EGBC).
- Project Management Professional (PMP) certification preferred, or at minimum proficiency to pursue certification.
- LEED Accredited Professional (LEED AP) preferred, or at minimum proficiency to pursue accreditation.
- 6 years of experience in a combination of program, project and operational management including experience/responsibility managing diverse/complex projects, teams, and staff in a unionized environment.
- Demonstrated initiative and ability to lead the development, communication, and implementation of successful diverse initiatives for multiple constituents with sometimes conflicting/competing objectives and goals in a changing environment.
- Proven track record of innovative and strategic decision making, as well as experience in implementing change with new procedures and practices to develop, implement and sustain change.

- Significant hands-on leadership in budgeting and accounting, specifically within the public sector environment.
- Ability to independently lead initiatives and develop partnerships with internal and external stakeholders.
- Solid negotiation, conflict resolution, problem solving and decision-making skills required.
- Excellent interpersonal skills to establish and lead cohesive teams and proven ability to interact effectively at all levels in the organization.
- Excellent communication skills to effectively communicate to both technical and non-technical audiences - ability to make clear, concise and well organized oral and written communications and presentations.
- Ability to develop, evaluate, and administer procurement processes and construction contracts.
- Commitment to lifelong learning, organizational excellence and knowledge development.
- Possession of a valid B.C. Class 5 Driver's License

MAJOR ACCOUNTABILITIES

Advice & Support

- Provides reasoned and balanced advice, background information, and briefing materials to a variety of stakeholders including directors, managers and project managers.
- Makes recommendations to assist with implementation of the District's strategic objectives.
- Creates operational and capital plans for the municipal facilities division.
- Supports the ongoing asset management planning of municipal facilities.
- Keeps the Manager, Municipal Facilities apprised of operational developments that relate to the interests of the District.
- Serves as a key member of the management group which is responsible for advising on and implementing the District's long-term corporate plans and policies; formulating and driving strategies for realizing key goals and objectives.
- Provides strategic and tactical direction for maintenance management framework with an emphasis on building operations and/or performance.
- Reports evaluation findings to the Manager, Municipal Facilities and recommends divisional and sectional changes to enhance project and quality management.

Leadership of Staff

- Provides operational and professional leadership within the workgroup.
- Leads by example in terms of establishing annual personal performance objectives to be achieved by project leaders. Meets regularly with subordinates to establish individual personal performance objectives and holds them accountable for results.
- Leads or oversees recruitment, orientation and training of new staff in accordance with District policies.

- Prepares guidelines for work performance, expenditures and use of resources.
- Builds strong, open and collaborative working relationships characterized by mutual respect with superiors, peers and subordinates.
- Directs and manages work activities to liaise between design consultants and other contracted professional services and ensures conformance with municipal building standards and specifications.
- Ensures engineering work of team is performed in accordance with departmental Permit to Practice and Professional Practice Management Plan (PPMP) requirements.
- Supports continuing development of project leaders in the department through coaching, mentoring and training focused towards building competencies to support both current and future needs.
- Oversees assigned budget preparation and administration: monitors and ensures the control and accountability for expenditures within purchasing authority and policy requirements.
- Recommends amendments to Section activities or procedures and implements changes as accepted by Division Manager.

Division Operations

- Leads and directs the development of strategic and operational work programs and sets priorities relevant to Division, Department and District goals and objectives.
- Provides strategic management/oversight of programs and projects and is responsible for reviewing and accepting of defined work plans ensuring the health and safety of the public and the environment and protecting the organization from long-term operational impacts.
- Oversees and directs a variety of methods and technical activities to manage the operational workplans, including troubleshooting and diagnosis of building systems and equipment (e.g. envelope, mechanical, electrical), programming, testing, commissioning and recommissioning of complex building systems.
- Maintains a comprehensive inventory of all building systems and associated equipment, including their age, size, manufacturer, condition, and life expectancy.
- Develops and manages various maintenance methods (e.g. preventative, predictive, corrective, and maintenance) to ensure the safe and reliable operation of building systems and provide uninterrupted delivery of services to the public.
- Plans, prepares, maintains, and administers budgets to be approved by the Divisional Manager and Council; monitors and ensures the control and accountability for expenditures and productivity.
- Builds relationships and ensures collaboration with other Departments where divisional and sectional initiatives may have multi-departmental involvement.
- Plans and recommends resource requirements to meet strategies, objectives, policies and priorities at organizational, departmental, divisional, and sectional levels.
- Develops and maintains engineering documents, standards, specifications, processes, and systems as appropriate to deliver on program needs.

- Develops tools, systems, and strategies to facilitate long-term and short-term coordination of Divisional and Sectional initiatives.
- Drives and facilitates the evaluation of risks and makes critical decisions to resolve issues that could harm the organization's reputation.
- Supports the implementation of the District's health and safety program within the Division in accordance with the organization's strategic goals and legal requirements.
- Ensures consistent application of municipal engineering standards, engineering department policies, practices, procedures, applicable bylaws, and best practices.