SIMON FRASER UNIVERSITY
ADMINISTRATIVE & PROFESSIONAL
JOB DESCRIPTION

Position Title: Associate Director, Facilities
Department: AVPSI Business Operations
Reports to: Senior Director, Athletics & Recreation
Employee Group: APSA

Position #: 00121880
Reports to [pos #]: 00110613
Grade: 011

POSITION SUMMARY
The Associate Director, Facilities provides strategic management and leadership of all facilities, including both indoor and outdoor, within the Athletics and Recreation department. The Associate Director is an integral member of the senior management team and is responsible for managing the day-to-day operations, business development, client services, space management, maintenance and personnel. Acting as the liaison to Facilities Services, the Associate Director oversees facility upgrades and associated capital projects on an on-going basis.

DUTIES AND RESPONSIBILITIES

1. **Provides leadership and effective management of facility maintenance and operations by:**
   - developing, recommending and implementing facility scheduling policies and practices, setting priorities, resolving complaints and promoting effective internal communications.
   - developing, implementing and revising existing policies regarding the upkeep of the Lorne Davies Complex facilities including maintenance schedule and upkeep standards.
   - liaising with Facility Services, Athletics and Recreation staff, Campus Security, Environmental Health & Research Safety and Facilities Services to develop, implement and revise existing risk management and health and safety policies. Ensures new and revised policies adhere to existing University policies and procedures.
   - overseeing and managing the preparation of facilities for special events to ensure that varsity, recreation, special events and external rental set-ups are completed in a timely manner and to specifications
   - serving as the primary facilities maintenance contact and liaises with Facility Services for all maintenance, upkeep and projects.
   - scheduling and conducting regular safety and maintenance inspections. Consults with Facility Services to assess the condition of buildings and facilities and preparing regular reports identifying areas of concern related to maintenance based on inspections, customer feedback, and other quality assurance activities. Ensures that first aid and rescue equipment is in proper working condition.
   - directing and managing the scheduling of routine maintenance and general repairs, including painting, waste management, furniture and other campus resources.
   - directing the reservations, rental and scheduling functions of the Lorne Davies Complex facilities for diverse user groups including varsity, recreation, SFU internal groups and external user groups
   - participating in the Emergency Operations Centre (EOC) when required and acting as a primary responder for all site emergencies including after hour incidents and severe weather response.
   - coordinating with custodial staff to ensure facilities are appropriately cleaned and maintained on a regular schedule. Establishes service agreements with custodial staff to arrange for additional services for event set-up, external rental and special projects as necessary
   - managing and coordinating key access control and security access protocols to ensure staff and facility users have the appropriate access. Develops and implements security protocols which dictate various levels of security clearance based on user need.
   - determining the purchase of new equipment by identifying upgrade opportunities, researching options, negotiating pricing in collaboration with Manager, Budgets & Administration to ensure proposed equipment is within budget requirements.
   - overseeing the delivery, installation and maintenance of new equipment.
   - initiating and generating new revenue opportunities through marketing initiatives to outside groups and organizations.

2. **Manages the facility budget and oversees the capital expansion and renovation projects by:**
   - working collaboratively with Facility Services to manage capital projects that includes a $10M+ stadium project, a $10M upgrade project, and a multi-million dollar deferred maintenance project.
   - collaborating with Facility Services to direct the project management of the Lorne Davies Complex renovations, including planning and liaising with stakeholders, and coordinating consultants, contractors and all resources required to complete these projects.
monitoring and administering the Lorne Davies Complex facility budget and authorizing and tracking invoices.

- working with the Manager, Budgets and Administration to reconcile the Lorne Davies Complex budget finances on a monthly basis, as well as annual reconciliation at fiscal year-end.
- identifying and recommending sustainability and cost savings opportunities through new operational approaches.
- reconciling the hours and payroll for the Equipment Room staff.
- collaborating with the Athletics and Recreation senior management team to update and maintain the facility rental fees schedule on an annual basis.
- managing space planning, unit allocations, office layouts and usage, security systems, furniture standards, and storage for athletics and recreation as necessary, in conjunction with Facilities Services.

3. **Provides leadership to staff by:**
   - developing goals, objectives and performance indicators.
   - developing procedures and policies for customer service, including setting service standards and the timely and satisfactory resolution of issues.
   - establishing roles and responsibilities, developing and implementing training programs, promoting professional development and making hiring decisions.
   - developing policies, procedures and practices to support and enhance the student experience including social and interactive functions.

**IMPACT OF DECISION MAKING**

The Associate Director, Facilities is responsible for:

- implementing all aspects of annual operations, special construction, renovation, renewal projects, and associated budgets
- adjusting services levels to meet varying demands from both internal and external clients
- assessing on-site logistical and budgetary issues and makes decisions in conjunction with Senior Director, Athletics and Recreation
- decisions related to human resource management that include hiring, performance evaluation, approval of leaves of absence, and handling grievances to the appropriate step
- negotiating and determining the terms of contracts and usage agreements with external parties renting SFU Athletics and Recreation facilities. Ensures that each group has obtained appropriate insurance and that all legal, university and regulatory requirements are met.
- decisions related to the revision and/or development of schedule, maintenance and risk and safety management policies. Recommends new policies to the Senior Director, Athletics and Recreation.
- acting as a liaison for Athletics and Recreation with regards to the stadium and upgrade projects and making decisions in conjunction with Senior Director, Athletics and Recreation.

**RELATIONSHIPS**

Establishes and maintains relationships and alliances. Maintains effective communication. Shares information and readily determines to whom to go for relevant information. Seeks assistance and feedback in the problem solving process. Partners with other to achieve expectations.

**Supervisory**

Supervises staff by providing guidance and mentorship, ensuring the appropriateness and currency of job responsibilities, initiating recruitment for temporary and continuing staff, hiring staff, providing or directing the provision of training, evaluating performance, setting development goals, responding to grievances and approving leaves of absence.

Direct Reports: up to 7
Indirect Reports: up to 7

**Primary Working Relationships**

Works closely with the Athletics and Recreation senior management team, Facilities Services. Administrators and Coaches.

Initial Effective Date: July 19, 2017
Latest Revision Date: July 19, 2017
QUALIFICATIONS

Bachelor’s degree in Business Administration with a Diploma in Facilities Management or Project Management and five years of related experience in developing policy and strategic goals for a large multi-purpose facility, or an equivalent combination of education, training and experience.
Excellent knowledge of facility management, including maintenance, security and safety.
Excellent knowledge of scheduling and planning for large multi-purpose facilities.
Excellent knowledge of relevant sport and cultural communities;
Good knowledge of electrical, mechanical and building systems, schematics and drawings
Good knowledge of fire, security and crime prevention practices, and WorkSafe B.C regulations
Good knowledge of preventative maintenance, security systems, and emergency preparedness programs
Excellent project management skills
Excellent budget and financial management skills.
Excellent human resource management, leadership, supervisory and team management skills
Excellent interpersonal, communication (both verbal and written) and customer service skills with the ability to build relationships and maintain rapport with stakeholders.
Excellent analytical, reasoning, and problem solving skills.
Excellent negotiation and conflict resolution skills.
Ability to exercise a high level of initiative, diplomacy, tact and independence.
Proficient in the use of standard office applications and enterprise level information systems.
Ability to arrange suitable transportation to various work locations.