Reporting to the Project Manager, Facilities Services, the Coordinator, Facilities Services is responsible for the monitoring and coordination of building maintenance services, janitorial services, life safety & security services, and emergency preparedness programs. The incumbent assists with the administration of operating and capital budgets, supervises Facilities Services staff, and coordinates the maintenance, repair and upgrade of physical facilities and equipment. The Coordinator, Facilities Services is also responsible for the ongoing assessment of SFU Vancouver Campus buildings to ensure compliance with building code and fire regulations, as well as ensuring the general appearance and condition of facilities meet or exceed SFU standards.

### C. DUTIES AND RESPONSIBILITIES

**Building Operations and Facilities Management**

Coordinates the effective and efficient management of the maintenance and operation of all physical facilities at the Vancouver Campus within the assigned budget.

Ensures the effective operation of all electrical, mechanical, plumbing, structural, roofing and building envelope systems and makes recommendations to the Manager for upgrades and repairs as necessary. Coordinates the scheduling of routine maintenance and general repairs, including painting, waste management, warehouse and mailroom, furniture and other campus resources on an ongoing basis.

Assesses the condition of buildings and prepares regular reports identifying areas of concern related to maintenance based on inspections, customer feedback, and other quality assurance activities for the advice of Facilities Services management.

Coordinates minor alterations, procures services of tradespeople, monitors the activities of contractors, and ensures that deadlines are met.

Creates and maintains janitorial, asset management, and event support programs by overseeing the duties of the janitorial contractor. Ensures the general appearance of all physical facilities meets SFU standards and provides instruction to the janitorial supervisor on a regular basis.

Maintains up-to-date drawings, manuals and records of campus buildings and equipment.
Liaises with the SFU Vancouver campus community to discuss and resolve any facilities concerns or issues as they arise, including troubleshooting for operational issues.

In consultation with Facilities Services management, develops strategies for building-related energy efficiencies and conservation.

Keeps abreast of changes and new concepts in the fields of Facilities Management, Facilities Management within educational institutions, Security and Operations, and related areas, through attendance at courses, seminars, conferences and other professional activities.

**Campus Security and Life Safety**

Assists with the administration of the Security program and provides guidance to the Security Supervisor regarding the recruitment, hiring, and coaching of contract staff. Ensures adherence to Occupational First-Aid Level 2 requirements, and policies and procedures regarding alarm/access control (including keying) and CCTV systems.

Makes recommendations and assists with the administration of campus wide security measures, including daily and special event security levels, in collaboration with Facilities Services management. Liaises with SFU Safety and Risk Services to provide guidance to the Security Supervisor on issues such as security breaches, emergency situations, fire and security alarms, and power failures.

Assists with the management of the campus electronic card access system and administration of the policy; initiates and approves card access work orders; and participates in the design and planning of access systems/ specialized software, for the campus.

Participates in the Life Safety and Emergency Preparedness programs for the campus in accordance with University policies and site procedures. Liaises with Burnaby Campus Security, Personal Safety, Environmental Health & Safety, Health Services, WorkSafe BC, and the Security Guard Supervisor to assist with the development and administration of security orientations, crime prevention programs, and the preparation of security handbooks to ensure faculty, staff, and students are made aware of security protocols, services, and requirements.

Executes fire safety for the campus, in collaboration with the SFU Environmental Health and Safety Office, by assisting with the training of employees and fire wardens in evacuation procedures and protocols, developing training materials, and ensuring fire warden staffing levels are maintained.

Assists Facilities Services management in ensuring compliance with all applicable building, health and safety codes and regulations by initiating action and monitoring programs. Meets with inspectors from the City of Vancouver, WorkSafeBC, Health Department, Fire Department, etc., as required.

Participates in the Emergency Operations Centre (EOC) when required and acts as a primary responder for all site emergencies including after hour incidents and severe weather response.

In consultation with Environmental Health and Safety staff members, participates in the development and administration of security orientation for faculty and staff.

**Budget and Financial Management**

Assists with monitoring the operating and capital budgets (approx. $4M), in conjunction with Facilities Services, including salaries and benefits, travel and training, tools and supplies, Common Area Maintenance (CAM) costs, building maintenance, materials and contracts, and leases. Tracks invoices and purchase orders.

Authorizes expenditures and approves the purchase of goods and services necessary to operate and maintain the buildings within predetermined budget parameters.

Assists with reconciling the department finances on a monthly basis, as well as annual reconciliation at fiscal year-end.

Assists with reconciling the hours and payroll for Facilities Services Vancouver staff.
Liaises with contractors to identify and negotiate appropriate and cost-effective goods and services for the effective operation and improvement of facilities and equipment. Identifies and recommends sustainability and cost-savings opportunities through new operational approaches.

Administration and Service Delivery

In collaboration with Facilities Services management, supervises staff by providing daily direction of tasks and duties to the Facilities Services Vancouver Campus staff. Provides guidance and mentorship including training and development opportunities and performance evaluation, and ensures the appropriateness and currency of job responsibilities.

Manages and initiates recruitment, interviews, recommends staff for hire, evaluates job performance, works with Human Resources on leaves of absence, initiates corrective action, and handles grievances up to step 2.

Participates in all staff and operations meetings and provides information to staff pertaining to departmental policy or procedural changes.

Assists in the management and administration of the daily services of the department including the approval of department related expenditures within established budget parameters.

Makes recommendations toward strategic plans for the department that are consistent with the overall strategic plans and direction of the University and campus.

Assists with the development and maintenance of departmental procedures, standards and work practices consistent with University policies.

Performs special duties as requested by the Manager or Project Manager, Facilities Services and attends SFU committee meetings as required.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

Makes decisions regarding:

- Recommendations regarding departmental goals, objectives, and strategic planning
- Adjustment of service levels to meet varying demands from both internal and external clients
- Recommendations regarding the administration of campus-wide security measures
- Approval of contractor proposals for services by utilizing annual operating budget
- Authorization of staff or contractor overtime for emergency services or repairs
- Approval of the purchase of goods and services within predetermined budget limits
- Analysis of budget limitations within the scope of client requests for maintenance
- Assessment and interpretation of University policies
- Recommendations for hiring, performance evaluation, training and development, approval of leaves of absence, and handling grievances to the appropriate step.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Refers decisions regarding:

- Unbudgeted expenditures within approved budgets/spending plans and planned direction and initiatives regarding the maintenance and operations of SFU Vancouver
- Fundamental changes regarding the Facilities Services Vancouver Campus strategic plan
- Decisions beyond the scope of University policies and procedures and decisions that may have significant political, diplomatic, and/or financial consequences for the unit or University.
E. SUPERVISION EXERCISED

Indicate the number of continuing employees for whom the position is responsible.

Number of continuing employees reporting directly to the position: 6

Total number of continuing employees for whom the position has direct responsibility: 6*

*NOTE: This position will assist in the hiring and supervision of temporary and/or contract staff.

F. SUPERVISION RECEIVED

Describe the extent to which the supervisor determines the day to day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.

The Coordinator, Facilities Services works autonomously with nominal supervision for day-to-day operations. Meets with Facilities Services management regarding unplanned expenditures, problem situations, and reports back on all operational matters. The incumbent receives broad objectives and stated goals, and performance within the unit is measured regularly by the supervisor.

G. UNUSUAL WORKING CONDITIONS

The Coordinator, Facilities Services may be required to work flexible hours as required, including morning, evening and weekend hours. The incumbent will also be on-call 24 hours a day, 7 days a week for any building related emergencies.

The incumbent is required to develop and maintain services within an evolving environment, and must be able to respond quickly and effectively, on his/her own initiative, to crisis situations.

This position is situated at the SFU Vancouver campus, however some travel to SFU Burnaby or SFU Surrey campus is required.

H. ENTRANCE QUALIFICATIONS

What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?

Bachelor’s degree or diploma in Construction/Building Technology, Property/Facilities management, Project Management, Power Engineering, or other related field (e.g., ABT, RPA, FMA, CPM, PMP etc.), and three years of related experience OR an equivalent combination of education, training and experience.

- Excellent knowledge of the principles, best practices, methods, materials, tools and equipment used in building support services, including maintenance, repair and janitorial work
- Excellent knowledge of electrical, mechanical, plumbing systems, and building structures and components
- Excellent knowledge of preventative maintenance, security systems, and emergency preparedness programs
- Excellent financial administration skills
- Excellent human resource management, leadership, supervisory and team management skills
- Excellent interpersonal and customer service skills
- Excellent communication (both verbal and written), and interpersonal skills
- Excellent problem solving skills
- Ability to work collaboratively in a team environment
- Ability to demonstrate a high level of initiative and independence
• Ability to use word processing, spreadsheet, database, and web-based applications (e.g. Microsoft Word, Excel, FAST/FINS, Ungerboeck systems).