#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Facility & Operations Associate

**Job Number:** SB-091 | VIP: 1697

**Band:** OPSEU-4

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Facilities & Operations

**Last Reviewed:**  March 27, 2024

#### **Job Purpose:**

Under the direction of the Facility Services Coordinator, the Facilities & Operations Associate is responsible for the provision of Facility Services to students and occupants living in residence. The incumbent communicates effectively with residents regarding facilities related concerns, conducts regular room and building inspections, and works with a variety of stakeholders and vendors to ensure residence facilities and services enhance student satisfaction. The incumbent interacts regularly with Residence Life Coordinators to keep them apprised of facilities and potential behavioural related issues within the college residence.

**Key Activities:**

* Reviews, assigns, and follows-up with all Student Housing work orders in accordance with facilities standards including completing minor maintenance tasks and repairs. Escalates major concerns, trends, or emergency items appropriately.
* Liaise with Facilities Management and/or Leased Property maintenance staff as needed to follow up on facilities related issues in residence buildings.
* Liaise and coordinate with external contractors requiring access to residence buildings to attend to service calls, installations, and consultations.
* Maintain visibility within the residence community by following up with students regarding facilities concerns and referring behaviour concerns and trends to the Residence Life Coordinator.
* In collaboration with campus mail services, assists in the mail and parcel delivery services to residence students including receiving, signing for, sorting, and delivering mail.
* Assists with ensuring the coordination and accurate inventory of Student Housing keys. Acts as back-up for access control related items for Student Housing.
* Distributes communication to residence students about maintenance concerns and disruption notifications. Monitors, responds, and escalates questions from students appropriately and provides information and content for social media and website updates.
* Assist in the execution of the room preparation, inspections, residence inventory and damage accountability processes working campus partners and leased property managers including physically preparing rooms and conducting regular building audits.
* Assists with vehicle fleet management including but not limited to scheduling and attending vehicle maintenance appointments as well as transporting maintenance materials and operational resources from location to perform related work.
* Recommends service and process improvements to enhance the student experience.
* Some evening and weekend work required.
* Other duties.

#### Education Required:

* College Diploma (2 years) or University Degree in Business, Facilities, Hospitality or other relevant program required.
* Post-secondary certificate or diploma in Project Management, Facilities Management, Building Science, or a building-related program an asset.

#### Experience/Qualifications Required:

* Two (2) years experience in an administrative or service delivery capacity. Experience providing direct service to students in a post-secondary environment and/or directly related to facility services and delivery preferred.
* Working knowledge of current federal and provincial laws, including but not limited to: Residential Tenancies Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Ontario Health and Safety Act.
* A high degree of initiative, resourcefulness, critical thinking, and attention to detail with an ability to manage multiple and competing tasks and priorities.
* Attitude and aptitude toward continuous improvement.
* Commitment to equity, diversity, inclusion, and accessibility.
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work.
* Vulnerable Sector Check dated within the last 6 months will be required as a condition of employment.
* An Ontario G Class Driver’s License.

#### Supervision:

* No formal supervision of others is required.
* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.

**Job Evaluation Factors:**

**Analytical Reasoning**

Analysis is required to deliver the complex, multi-faceted needs and concerns of the department and campus partners by clarifying student and staff requirements, and recommend improvements based on feedback and observations.

The incumbent will assist with the response to operational and facility related service issues and concerns that arise working proactively to resolve problems. This work will include making decisions collaborating with colleagues across the Student Housing team. Where necessary, the incumbent will assist establish work priorities to ensure execution and delivery of services.

**Decision Making**

Under the general direction of the Facility Services Coordinator, this position will operate with independence to execute responsibilities and complete assigned work demonstrating some diversity in types and complexity of decisions. The incumbent will execute the work often operating within established practices but within defined policies. The role will require limited guidance or assistant to complete day-to-day tasks and is expected to understand the scope of responsibilities and use judgement to complete work.

The incumbent will assist with the response to operational and facility related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with departmental colleagues. Where necessary, the incumbent will assist with establishing work priorities to ensure execution and delivery of services.

**Impact**

Impact on the organization is likely to extend to other colleagues in the Student Housing department and have some effect on and extend to multiple clients and service partners. Given its independence, errors are not easy to identify and would cause interruption and loss of time to colleagues and work groups in the department. Errors that go undetected may affect student satisfaction leading to a minor negative impact to the whole organization.

**Responsibility for the Work of Others**

Direct Responsibility

* None

Indirect Responsibility

* Service Centre staff teams across five (5) locations – provide indirect supervision and direction related to Facility Services.
* Contractors/vendors – assist in ensuring contractors/vendors are meeting University standards, acting in a safe manner and make recommendations regarding work.
* Facilities Assistants across both Peterborough and Durham campuses – provide indirect supervision and direction related to Facility Services.

**Communication**

Internal

Communicating for the purpose of exchanging information, issue resolution, etc.

* Student Housing professional and student staff
* Facilities Management staff
* Residence students and families/supporters
* Other university staff or faculty in the general course of daily interactions

External

Communicating for the purposes of exchanging information, issue resolution, etc.

* Leased Property managers
* Facility Service Contractors
* Service Contractors including but not limited to
  + Coinamatic
  + Window Care Peterborough
  + Quadient
  + Coldex
  + McWilliams Moving & Storage
  + Other facility service vendors as selected
* Prospective students and families
* Guests and visitors

##### Motor/ Sensory Skills

Job duties include:

* Keyboarding throughout the day; dexterity requires a high level of precision.
* Assessing the strength of odours; requires a moderate level of smell sensitivity.
* Assessing the temperature of a room, dampness or wetness in a room or on a carpet; requires a moderate level of touch sensitivity.
* Lifting and moving supplies, and some furniture; a high level of coordination is required.
* Operation of motor vehicles.

**Effort**

Mental:

Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of facility audits, completing work orders and tasks. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical

* Standing/walking for long periods of time (rounds of the building, completing room inspections) with strict deadlines during peak periods of work.
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work (e.g., lifting and moving furniture)
* Standing/walking (e.g., routine rounds of residence, completing room inspections, reviewing completed work)
* Reaching, twisting, bending (e.g., minor maintenance, touching up painting, adjustment of furniture)

**Working Conditions**

Physical

* Inclement weather, regularly outside in winter walking grounds, buildings and/or driving
* Keyboarding can result in carpal tunnel syndrome
* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

Psychological

* The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule
* Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence Life cycle
* Frequent interruptions