



JOB DESCRIPTION

JOB TITLE	Maintenance Officer
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Corporate Asset Supervisor
LOCATION	North Bay
WEEKLY HOURS OF WORK	35 hours per week
SALARY GRADE	Band 10
DATE	April, 2018

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under the supervision of the Corporate Asset Supervisor, the position will effectively manage and coordinate the maintenance services of a housing portfolio, of at least 834 residential units as well as six commercial units in accordance with established standards, policies and procedures.

This includes; ensuring adequate preventive maintenance , day to day preservation of the housing portfolio, and responsible for identifying and assessing risk management strategies to protect our assets in accordance with established standards, policies and procedures in keeping with Building Code, Asbestos Management Act, Fire Code, and Occupational Health & Safety Act

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

- Ensures the preservation of assets by securing a high standard of maintenance and effectively utilizing staff and contractor resources, responsible for identifying and assessing risk management strategies to protect our assets.
- Maintains the preventative maintenance program with an emphasis on mitigating risks throughout the entire portfolio.
- Assists with the preparation of scope of work for preventative maintenance contracts within established limits and authorization levels.
- Initiates, receives and schedules estimates/written quotes of daily maintenance work to be completed.
- Responsible to approve work orders and purchase orders within established limits and authorization levels, in the property management systems.
- Provides day-to-day direction to Custodial, Maintenance staff and Building Attendants.
- Acts as a resource for the Maintenance Clerks who issue day to day unit and property maintenance work orders.
- Schedules, administers and monitors the progress of projects/contracts by conducting site inspections, ensuring quality control, and effective performance.
- Conducts final inspection of projects to identify any deficiencies and follows-up on any corrective action that may be required.
- Ensures all work is done in accordance with contract and policy, all laws and codes. Check billing for accuracy, recommend payment.
- Monitors the Risk Management Protocols performed by staff and contractors, to ensure compliance with Life Safety Systems (fire panel, sprinkler system) contract, snow removal procedures, and smoke detectors inspection process; to ensure compliance to established standards, policies and procedures, Fire Code, and Occupational Health & Safety Act.
- Leads and oversee the annual unit inspection process for the portfolio, in conjunction with the Capital Works Officer, Tenant Retention Officers, and Maintenance Lead Hand.
- Inspects, assesses and assigns/contracts work to staff/contractor as per established limits and authorization levels; at Unit Turnover and Annual Inspection and when required.
- In conjunction with the Corporate Asset Supervisor, maintains and updates the data to ensure accuracy of the after-hours maintenance system and administrative office alarm system.
- Consults with the Capital Works Officer in relation to maintenance issues and helping them determine and implement appropriate courses of action to resolve maintenance problems of a complex nature.
- Provides training to maintenance staff on property management systems.
- Prepares and submits reports to the Corporate Asset Supervisor identifying key performance indicators and notes area that requires further monitoring.
- Maintains and coordinates all related maintenance documentation and files.
- Maintains fire proof master key cabinet. Ensures compliance to policies and procedures.
- Ensures compliance with maintenance processes and policies to ensure consistent application of rules and regulations by monitoring and inspecting work performed by maintenance staff.
- Resolves any difficulties that may arise and responds to any complaints from contractors, staff and tenants regarding the quality of work done.
- Ensures that the most cost effective repair methods are used and makes recommendations to the Corporate Asset Supervisor regarding capital expenditures required.
- Assesses requests and enquiries for repairs or unit upgrades from tenants and staff and determines the appropriate action to be taken, making recommendations when appropriate.
- Provides basic coverage when the Capital Works Officers is absent.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Two year post-secondary diploma in related property management/building discipline or an acceptable combination of education and experience.
- Three years' experience working with residential tenancies and property management.
- Working knowledge of building construction as well as knowledge of technical aspects such as plumbing, heating, ventilation, electrical systems, roofing, painting and landscaping.
- Sound knowledge of preventative and planned maintenance techniques.
- Sound knowledge of janitorial and housekeeping methods.
- Ability to investigate, access, report and apply solutions to issues.
- Knowledge of work safety administration including the Occupational Health and Safety Act and WHMIS.
- Knowledge, experience and ability to follow pre-determined procurement processes with the goal of achieving best value for money results.
- Thorough knowledge of property management related Laws and Acts specifically the Building Code, Fire Code and municipal by-laws.
- General knowledge of the Freedom of Information and Protection of Privacy Act, the Residential Tenancies Act and the Social Housing Reform Act, 2000.
- Working knowledge of budgeting processes and techniques.
- Excellent communication skills; discuss observations and make recommendations to the Corporate Asset Supervisor.
- Time management, organizational and problem solving skills in order to prioritize work activities.
- Proficient in the use of personal computers and knowledge of word processing, spreadsheet and property management software products.
- Ability to deal with contractors and work with diverse clients with tact and diplomacy.
- Strong ability to work as a team member in a highly interactive team.
- Valid Ontario driver's license and reliable vehicle.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Two year post-secondary diploma or equivalent.

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Three years' experience.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job involves that changes to established methods or procedures be recommended to established methods or procedures. Work involves a choice of methods or procedures or sequence.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Almost continuous periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Medium activity of long duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of fine movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in a serious loss of time or resources, or cause significant embarrassment within the organization and have an impact on its public image.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

The position requires the employee to periodically assume some of the supervisory responsibility of others.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Tact and discretion are required when dealing with or to settle complaints by presenting or obtaining information.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Major conditions of occasional exposure.