



## JOB DESCRIPTION

<b>JOB TITLE</b>	Maintenance Clerk 1 Bilingual 1 Unilingual
<b>DEPARTMENT / PROGRAM AREA</b>	Housing Services
<b>REPORTING TO</b>	Corporate Assets Supervisor
<b>LOCATION</b>	North Bay
<b>WEEKLY HOURS OF WORK</b>	35 hours per week
<b>SALARY GRADE</b>	Band 7
<b>DATE</b>	April, 2018

### GENERAL PURPOSE

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

Under the direction of the Corporate Assets Supervisor, the Maintenance Clerks will effectively perform clerical and administrative functions to support the coordination of maintenance and capital work in buildings and units throughout the NDHC portfolio.

Duties will be completed in accordance with established policies and procedures and in compliance with the Housing Services Act and the Residential Tenancy Act, Building Code, Occupational Health and Safety (mould and asbestos), Fire Code, and associated regulations.

## KEY ACTIVITIES

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

- Ensure the preservation of the housing portfolio by coordinating unit maintenance and capital work.
- Is the initial point of contact between tenants regarding maintenance and capital work.
- Coordinates the maintenance work order flow from client enquires received over the phone, at the front desk and electronically, by answering questions and helping to complete documents when needed. Clients can be defined as tenants, contractors, service agencies and staff.
- Manages challenging applicants/tenants with care by utilizing conflict-resolution skills to resolve issues prior to reaching escalation. Able to refer complex and irate applicants/tenants to supervisor.
- Maintains an attitude of service excellence by responding efficiently and effectively to tenants needs.
- Trouble shoots and resolves maintenance issues, with tenants over the phone or in person, when appropriate.
- Generates and distributes all work orders and purchase orders relating to maintenance, capital works and recurring work orders to maintenance staff and contractors using property management system. Request quotes as needed and in compliance with the purchasing policy.
- Coordinates and confirms work and timeframes with tenants, contractors and maintenance staff, by telephone or issuing 24 hour notices.
- Reviews, verifies and matches invoices to work orders and purchase orders and assigns account codes.
- Completes calculation for tenant charges, creates tenant invoices in the property management and finance systems and forwards to Supervisor Corporate Assets for approval. Forwards approved copies to Tenant Services and Finance.
- Schedules work for Custodians and Maintenance Persons.
- Summarizes all annual inspections forms and produces work orders.
- Maintains daily journal of calls received.
- Refers non routine requests to Maintenance Officer or Capital Works Officer.
- Directs tenant enquiries and issues other than maintenance to the appropriate staff.
- Assists the Capital Works Officer to produce tender packages and maintain tender files.
- Attends Tender Opening meetings to take minutes and assists Capital Works Officer.
- Maintains Key Control Systems; activates and deactivates fob keys at unit move in and move out, retains the key log book including care and control of the portfolio master keys.
- Maintains Qualified Contractors list and files.
- Ensures WSIB clearance certificates and liability insurance are on file for all contractors.
- Tracks, maintains and updates SDS sheets for all buildings.
- Maintains all maintenance documentation and unit and building files.
- Prepares and maintains statistical information and reports regarding portfolio maintenance activities.
- Provides coverage when other Maintenance Clerk 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

- Post Secondary diploma in related property management or business administration discipline, or an acceptable combination of education and experience;
- Two years' experience in building maintenance;
- Knowledge of the Housing Services Act, Building Code, Occupational Health and Safety (mould and asbestos), Fire Code, and legislation and accompanying regulations;
- Knowledge of and experience in delivering excellent customer service;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to interpret and explain legislation, policy and procedures;
- Ability to communicate effectively and tactfully both oral and written;
- Ability to work in a stressful, fast-paced environment and recognize emergency situations;
- Ability to maintain composure, compassion and understanding during challenging situations;
- Ability to deal with a diverse client group with tact and diplomacy;
- Excellent organizational skills are required to organize and schedule daily work or tasks, while being sensitive to time constraints and resource availability. Will often be required to work toward meeting tight deadlines.

## **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.]

Post-secondary Diploma plus additional program up to 2 years 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.]

Two (2) years.

### **JUDGEMENT**

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

The job requires adapting 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 intermediate 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.

## SAFETY OF OTHERS

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

Little 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 supervision 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 diplomacy are required when handling contact of a difficult nature for the discussion and resolution of problems.

## WORKING CONDITIONS

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

Minor conditions of frequent exposure.