

JOB DESCRIPTION

JOB TITLE	Technical Services Coordinator (TSC)
DEPARTMENT / PROGRAM AREA	NDHC
REPORTING TO	Manager of NDHC
LOCATION	North Bay
WEEKLY HOURS OF WORK	35 hours per week
SALARY GRADE	14
DATE	November 2025

GENERAL PURPOSE [Description of the purpose of the position, why does it exist what are key responsibilities?]
Under the direct supervision of the Manager of NDHC, with indirect supervision for purchasing activities under the Contract and Purchasing Specialist, and in collaboration with the risk management team, the position will effectively manage and coordinate the capital asset management system of a housing portfolio of at least 900 residential units, as well as commercial properties as required. This includes ensuring the development and delivery of a capital management plan to safeguard the preservation of NDHC's housing portfolio. The TSC will be 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, Fire Code, and Occupational Health & Safety Act. The TSC is designated as the Asbestos Coordinator.

KEY ACTIVITIES

Capital Assets

- Ensures the preservation of housing assets by maintaining a continual assessment of buildings and properties utilizing a 20-year capital planning tool through an asset managing program (Asset Planner) or Building Condition Assessment's (BCA's) and monitoring expenditures to approved budgets.
- Assists the management team in preparing annual capital works programs and the associated budgets by selecting projects identified in the five (5) year capital work plan.
- Identifies the required capital projects based on life-cycle analysis, annual site inspections, input from staff, tenants and consultant reports when they are required.
- Establishes capital works priorities based on safety, legislative requirements, tenant needs, aesthetics, and budget constraints.
- Conducts ongoing reviews of capital work programs to identify any plan modifications that may be required as a result of the development of new projects and any changes in priority for projects already identified.
- Ensures all work is done in accordance with contract and policy, all laws and codes. Check billing for accuracy and then recommends payment.
- Schedules, administers, documents 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.
- Monitor the capital expenditures on an ongoing basis to ensure that projects are complete within the approved budget.
- Co-ordinates the Asbestos Management Plan, ensuring compliance with the Occupational Health & Safety Act regulation respecting asbestos on construction projects and in buildings and repair operations.
- Reviews any correspondence or documentation concerning any future amended regulations or procedures concerning asbestos and distributes such information.
- Notifies tenants/building occupants and health and safety committee members/representatives of ongoing asbestos projects
- Ensures the Asbestos Management Plan is reviewed on an annual basis and maintains documentation in keeping with the asbestos management control program.
- Consults with the Maintenance 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 coverage when the Maintenance Officer is absent.
- Works with and directs Maintenance Clerks from time-to-time on issues relating to capital works and tender preparation and administration.
- Maintains and ensures accuracy of a master list of all NDHC owned assets
- Document processes and process maps as required

NDHC Procurement Related Activities

- Consult with the management team and the Contract and Purchasing Specialist for capital works and recurring preventive maintenance work purchasing activities including preparing solicitation documents (tenders, quotes, and proposals) and advertisements.
- Attends pre-bid meetings, receives, and coordinates the evaluations of tenders, quotes and proposals (Evaluation Committee), and prepares a recommendation report for the Contract and Purchasing Specialist in accordance with the DNSSAB purchasing policy.
- Co-ordinates the retention of consultants when required by issuing requests for proposals, evaluation of the proposals, awarding the contract and by monitoring the work of the consultants throughout the project.
- Ensures that Capital Works documentation and files are accurately maintained.

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

- Three year post-secondary diploma in Engineering Technology (Civil, Building Sciences, and Architectural), Business Administration or an acceptable combination of education and experience.
- CAPM (Certified Associate in Project Management) required or in progress.
- PMP (Project Management certification) is considered an asset.
- Four years' experience working in 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 procurement and tendering processes.
- Knowledge of work safety administration including the Occupational Health and Safety Act and WHMIS.
- Thorough knowledge of all 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 Housing Services Act.
- Working knowledge of budgeting processes and techniques.
- Excellent communication skills; discuss observations and make recommendations to the Management team.
- 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 including CAD.
- 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 environment.
- Ability to communicate effectively both orally and in writing
- Ability to speak, read, and write in the French language is considered an asset
- Valid Ontario driver's license and reliable vehicle.

COMPENSABLE FACTORS

KNOWLEDGE

[This sub-factor 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.]

Under graduate level, three 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.]

Over four (4) years' experience , up to five (5) years.

JUDGEMENT

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

The position requires the development of methods or procedures involving a choice of methods or procedures in 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.]

Continuous periods of intermediate duration.

PHYSICAL ACTIVITY

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

Medium activity of short 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.]

Considerable 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 assume on a continuing basis some of the normal supervisory responsibility over 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 required when handling contacts of a difficult or specialized nature for the discussion and resolution of problems by obtaining and presenting 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.