

Director, Campus Services

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| POSITION TITLE: | Director |
| SERVICE: | Campus Services |
| IMMEDIATE SUPERVISOR: | Vice-Rector, Administration |
| WORK SCHEDULE: | 35 hours per week |

POSITION DESCRIPTION

SUMMARY OF DUTIES

Plan, develop, manage and oversee the administration of the University's building facilities and related services to provide the university community with quality infrastructure that meets the needs of end users as well as industry standards.

JOB DESCRIPTION

Strategic Focus and Planning (30%)

1. Based on academic planning, establish the building management framework, including policies and standards for use of space, construction and environmental comfort; assessment of building and property needs; capital plans and optimization of space and maintenance, and make recommendations to ensure that the University makes sound investment decisions and efficiently manages its real estate portfolio and facilities.
2. Analyze new trends and best practices in real estate strategies used by other universities and property owners, and in legislation, regulations and standards; assess their impact on the University's business plan; implement any required changes to ensure continued improvement.
3. Identify programs that may benefit the University in terms of acquisition management, management, maintenance disposal and use of resources, and include them in property management methods.
4. Evaluate and maintain a balance between the functions of the facility owner and user needs to ensure that proposed projects are in line with institutional priorities and available funding, and are most beneficial to the institution.
5. Assess and manage risks associated with the use of buildings and grounds.
6. When changes might impact the University's property management and development, ensure that the University's interests and views are well represented with various external decision-making bodies.

7. Working with the internal and external resource teams, lead all construction and renovation projects, from feasibility studies to completion of projects. Establish the required monitoring mechanisms to ensure success of projects and compliance with timelines and approved budget.
8. Plan and manage the University's residence services to maximize benefits to the University and provide a positive student experience and outstanding customer service.
9. Establish, with the Human Resources Services, a furniture and equipment replacement plan that takes into account ergonomic requirements and continuous improvement of facilities.

Operations Management (40%)

1. Implement management procedures that take into account functional and operational requirements and maximize the financial performance of the University's real estate portfolio (reduce costs and schedules and extend lifespan).
2. Ensure the planning, coordination and supervision of all programs and services of Campus Services:
 - i. indoor and outdoor maintenance (housekeeping, security, parking);
 - ii. public services (production and distribution);
 - iii. residence services;
 - iv. professional services (engineering, architecture, design and layout, accounting, environmental protection, accessibility).
3. Provide the University and its community with reliable, effective and efficient management and maintenance of lands, buildings, spaces and facilities.
4. Establish quality customer service, and meet client needs in a prompt, courteous and professional manner.
5. Keep abreast of municipal, provincial and federal legislation, codes, standards and regulations governing its areas of operation; transmit that information to the university community, contractors and consultants, and ensure compliance.
6. Develop and implement facilities service and usage standards in accordance with industry standards and best practices; transmit that information to the university community, and ensure their compliance.
7. Promote the safe and responsible use of public services (water, gas, electricity, combustibles, etc.) and actively seek out opportunities to conserve and recycle resources; promote environmental protection and personal safety.

Management of Campus Services' Human and Financial resources (30%)

1. Define strategic direction and priorities of the sector, set strategic goals and targets, identify and implement initiatives to meet objectives, apply mechanisms to measure progress and report on outcomes.
2. Plan and recommend the annual operating budget and the five-year capital spending budget, taking into account the University's priorities and budgetary constraints, plan and coordinate shared resources in line with Campus Services' goals.
3. Manage human resources to ensure availability of competent, professional and productive staff and provide means and opportunities for staff to fulfil their responsibilities and develop their skills.
4. Hire, supervise and evaluate staff under the position's responsibility.
5. Keep abreast of new approaches and developments in property management and related services thus enhancing Campus Services.

ESSENTIAL QUALIFICATIONS

- Undergraduate degree in management (candidates with an equivalent combination of education and experience may be considered).
- Knowledge and experience in property and infrastructure management, risk management and industry standards
- Management and leadership skills; excellent communication and interpersonal skills
- Experience in performing financial and other analyses, interpreting data and preparing reports and recommendations
- Language proficiency (spoken and written) in both official languages
- Ability to work productively in a fast-paced multitasking environment
- Certification in workplace health and safety
- Knowledge and experience in human resources management and third-party management
- Ability to organize work, manage priorities and meet deadlines
- Ability to work as part of a team
- Customer service orientation and commitment to meet needs and provide a positive student experience
- Knowledge of the university residence and/or hotel sector is an asset