

MAINTENANCE COORDINATOR

The City of Campbell River is seeking a permanent full-time **Maintenance Coordinator** to join our Facilities Department.

Naturally, Campbell River – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.

The role – The Maintenance Coordinator is responsible for coordinating and scheduling preventative maintenance, minor renovation and repair works undertaken on the City's mixed use facility portfolio of over 40 residential, office, operations, utility, storage or recreational facilities and structures. This fast-paced position works under general direction from the Facilities Manager, administering independent judgement to oversee a wide variety of building portfolio functions including security/access control, video surveillance, HVAC/DDC, interior design, furniture replacement, and a comprehensive preventative maintenance program. Performs a wide variety of organizational and technical duties while providing support to the Facilities Manager in all areas associated with the operation and management of City corporate facility assets. Provides support to the Contractor Coordinator position in coordinating major construction projects.

Our ideal candidate will have:

- Grade 12 education or equivalent.
- Two (2) year diploma in Building Technology/Sciences or a related discipline from a recognized technical institute or college **OR** five (5) years of equivalent combination of education, training and experience in facility maintenance/management in a commercial, institutional, or government setting.
- Occupational First Aid Level 1
- Must possess and maintain a valid driver's license, and provide and maintain a clean driver's abstract, as per City policy.
- Minimum of five (5) years of experience in building or facility maintenance within the last ten (10) years with preference given to experience in a municipal setting.
- Minimum of three (3) years of project experience on construction or facilities related work within the last ten (10) years.
- Experience working with municipal consultants and general contractors.
- Emergency callouts may be required.

The rate of pay for this CUPE bargaining unit position is **\$36.06 per hour** based on a 40-hour work week and includes a comprehensive benefits package.

For more information on this opportunity, please see the attached job description that lists all the duties and necessary qualifications for this position.

This posting closes on Sunday, May 12th, 2024

Please send your resume with covering letter, quoting **Competition EXT-24-042** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

MAINTENANCE COORDINATOR

Approval Date: March 2024

Department: Facilities

IAFF

CUPE

Management

Title of Immediate Manager: Facilities Manager

General Accountability:

Purpose and Scope

Reporting to the Facilities Manager, the Maintenance Coordinator is responsible for coordinating and scheduling preventative maintenance, minor renovation and repair works undertaken on the City's mixed use facility portfolio of over 40 residential, office, operations, utility, storage or recreational facilities and structures. This fast paced position works under general direction from the Facilities Manager, administering independent judgement to oversee a wide variety of building portfolio functions including security/access control, video surveillance, HVAC/DDC, interior design, furniture replacement, and a comprehensive preventative maintenance program. Performs a wide variety of organizational and technical duties while providing support to the Facilities Manager in all areas associated with the operation and management of City corporate facility assets. Provides support to the Contractor Coordinator position in coordinating major construction projects.

Nature and Scope of Work

- Schedule and coordinate a variety of maintenance, minor renovation and repair work across City owned or leased properties and facilities in conjunction with contractors, building tenants and other City staff or departments.
- Oversee facilities capital projects typically involving interior or exterior design works, space planning, or the coordination of tendered works working with outside technical consultants and/or the Manager.
- Receive, validate, and prioritize service requests from internal or external building occupants and exercise considerable independent judgement to ensure adequate repairs are undertaken.
- Perform minor repairs and maintenance inspections, and complete non-complex operation activities.
- Issue work orders to pre-determined contractors or internal staff including the Contractor Coordinator through the Operations Management System.
- Administer, or in the case of new portfolio acquisitions make recommendations to the Manager for preventative maintenance programs for City facilities including through electronic maintenance management systems.
- Administer hardware and software relating to building security and the City's networked video surveillance system within prescribed departmental procedures and City policies, maintaining confidentiality for sensitive departmental records.
- Oversee safety, insurance, and other contractor documentation.
- Work collaboratively with Contractor Coordinator to ensure contracted work is properly supervised and that contractors are meeting all requirements through WorkSafeBC regulations.
- Liaise with a variety of internal and external contacts such as City staff, building tenants (leased and City-operated), suppliers, contractors, consultants, engineers, other City departments, outside agencies, other levels of government, and members of the public.
- Represent the department in Facilities related matters as directed and attend various City properties as required.
- Work with consultants and suppliers when necessary to coordinate office space planning, including, but not limited to: office configurations, furniture requirements and décor.

- Research, analyze, and using considerable judgement, make recommendations to Manager on a variety of facilities-related projects including but not limited to interior design work, renovations, space assignments, outfitting, portfolio assessments or initiatives, regulatory compliance, or technology improvements.
- Review consultant and/or contractor submissions ensuring compliance with project objectives and City standards.
- Assist with managing contractor performance, referring non-conformance to Manager where necessary.
- Assist with departmental procurement activities including developing terms of reference or project specifications for facilities related purchases and evaluating submissions. Undertake procurement through quotation or RFP within prescribed spending authority or direction from Manager. Prepare and present project reporting to advise all stakeholders and Manager of project status and overall performance.
- Assist in preparation and prioritization of departmental workplans including annual operating budget, long range capital plan, and/or specific project plans; monitor performance against the financial plan and approved budgets and keep Manager informed.
- Administer regulatory compliance programs including permitting through Technical Safety BC, Industry Canada, WorkSafeBC, BC Ministry of Environment, etc.
- Review, process and approve invoices and related documents for payment or recommend payment to the Manager.
- Process and maintain bookkeeping data including, but not limited to, purchase orders, invoices, cheque requisitions, expense claims and security deposits.
- Undertake specific assignments and complete under direction of Manager.
- Prepare correspondence and reports, and sign correspondence and documentation as authorized.
- Develop and/or maintain departmental records, file systems, databases, manuals and guidelines including, but not limited to, departmental-specific information required for City-wide databases.
- Ensure conventional and electronic departmental data, documents, reports, drawings and correspondence are maintained in accordance with the City's records management systems.
- Continually examine work processes to identify problem areas or opportunities for improvement.
- Perform other duties as may be required.
- Respond to after-hours departmental emergencies as needed.

Necessary Qualifications

Knowledge:

- Working knowledge of industry maintenance standards, practices, regulations, construction standards and contracts (e.g. CCDC), and the BC Building Code.
- Working knowledge of building systems including but not limited to electrical, plumbing, HVAC, building automation, fire safety, building envelope, and security.
- Working knowledge of contract documents, plans, specifications and drawings.
- Thorough knowledge of principles of contractor coordination.
- Knowledge of supervisory principles.
- Working knowledge of WorkSafeBC regulations and safe work procedures.
- Working knowledge of electronic maintenance management systems and database management systems.
- Working up-to-date knowledge of relevant Federal, Provincial and Municipal statutes, regulations, guidelines, policies, procedures and bylaws.
- Knowledge of bookkeeping principles.
- Knowledge of department's role within the City's organizational structure.
- Thorough knowledge of general office procedures, composition of letters and customization of documents relevant to subject area.
- Working knowledge of ERP and reporting software systems (preferably Cartegraph OMS).
- Knowledge of the City's purchasing policies and processes.

Skills:

- Excellent analytical, troubleshooting and problem-solving skills.
- Excellent time management and organizational skills.
- Excellent customer service skills.
- Excellent written and oral communication skills.
- Skilled in effective, courteous and tactful interaction with the public, contractors, consultants, other agencies and internal departments.
- Effective conflict resolution skills.

- Demonstrated safe work habits and practices.
- Proficiency with all MS Office application, with intermediate level proficiency in Microsoft Word and Excel (minimum 60% within the last 18 months).
- Proficiency with Adobe Professional.
- Proficient with cloud-based database management software, financial management software and departmental specific software.

Abilities:

- Ability to work under own initiative with minimal supervision, exercising considerable independence in the execution of duties.
- Ability to work in an extremely fast paced and dynamic work environment, responding to changing priorities or direction often with little or short notice.
- Ability to use judgement to resolve complex problems and provide direction for matters such as critical and complex emergency repairs.
- Ability to develop new procedures and plans to address problems and improve efficiencies considering the long-term implications of decisions and actions.
- Ability to work as both a leader and team member, interacting professionally with all stakeholders.
- Ability to manage a complex portfolio of work while establishing ambitious and challenging goals. Proven persistence in overcoming obstacles.
- Demonstrated ability to establish and maintain effective working relationships with a variety of internal and external contacts.
- Ability to deal openly, tactfully and sensitively in a variety of situations and respond effectively when confidentiality is required.
- Ability to read and understand maps, blueprints, technical drawings and plans.
- Ability to learn and work with a wide variety of building system software.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.

Education/Certification/Training:

Must Have When Applying for Position:

- Completion of Grade 12 or equivalent.
- Completion of a two (2) year diploma in building technology/sciences or a related discipline from a recognized technical institute or college **OR** five (5) years of equivalent combination of education, training and experience in facility maintenance/management in a commercial, institutional, or government setting.
- Occupational First Aid Level 1.
- Must possess and maintain a valid driver's licence, and provide and maintain a clean driver's abstract, as per City policy.

To Be Obtained on the Job (within first year):

- A course in Project Management.
- Current WHMIS Certification.
- Training in Customer Service.

Experience:

- Minimum of five (5) years of experience in building or facility maintenance within the last ten (10) years with preference given to experience in municipal setting.
- Minimum of three (3) years of project management experience on construction or facilities related work within the last ten (10) years.
- Experience working with municipal consultants and general contractors.

Preferred Criteria

- Significant recent experience assisting with municipal infrastructure project delivery.
- Occupational First Aid Level 2 or 3.

Unusual Working Conditions

- Emergency callouts may be required.