CAMPUS SERVICES - GRADE 5

Generic Position Overview

**Family:** Administration

**Branch:** Campus Services

**Cluster:** ADMCS5

**Note:** Employees of Queen’s University work in a challenging and diverse environment. Queen’s is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

**Generic Position Summary:** Incumbent performs maintenance duties on premises and supervises custodial and/or repair staff. Delegate work and complete schedules. Participate as assigned, human resources duties such as hiring and training. Assist in budget preparation and monitoring. Monitor inventory and replenish supplies and equipment, and recommend new purchases. Coordinate mail or other services for an area. Produce construction drawings for renovations and alterations. Provide technical and/or physical support services to the university community.

**Primary Duties And Responsibilities:** Perform maintenance duties on premises including conducting routine repairs and ensuring that more complex repairs are completed. May be required to respond to emergency situations, and remain on call if necessary. Refer more complex problems to more senior staff in the area. Supervise day-to-day operation of buildings.

Supervise assigned staff. Prepare duty rosters for junior employees and ensure that the work is completed. Assist with human resources duties such as hiring, training, and disciplining. Be aware of policy and procedure, and ensure safety codes are adhered to.

Prepare background information for maintenance budgeting and assist in resource allocation. Arrange quotes for building, painting, alterations, and moves. Provide data for purchasing cleaning or construction supplies and equipment, completing repairs, and paying salaries. Replenish supplies/inventories and monitor budget. Participate in purchasing of new equipment.

May coordinate mail delivery or other physical services facilities (i.e., ensure that classrooms are operational for classes). Book space, furniture, and
equipment to outside organizations. Arrange, and/or participate in set-up and clean up of facilities. Invoice organizations and follow up on accounts.

Produce drawings for tendering purposes and construction for renovations and alterations. Maintain records of drawings and data. Revise and maintain building and equipment data used for planning, engineering and maintenance.

Undertake other duties as delegated in support of the unit or department.

**Required Background:** Post-secondary program, normally one year with previous related experience. Some positions may require specialized program or technical training, with related experience. Many skills can be acquired on-the-job. Experience in custodial services, building construction, engineering, or AutoCAD may be required depending upon the position. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that *may* be required in the performance of job duties include:

- Knowledge of building materials and construction trades, including basic plumbing, electrical work, and carpentry.
- Understanding of operating aspects of custodial equipment and techniques which contribute to job efficiency and safety.
- Knowledge of computer programs specific to the position, such as computer heating system, or database, word processing and spreadsheet applications.
- Organizational and problem-solving skills to analyse a situation and take appropriate action.
- Leadership skills in order to supervise staff and promote a positive working environment.
- Interpersonal and communication skills to deal with a variety of people.
- Basic mathematic and financial skills.
- Service-oriented perspective.

**Decision Making:** Examples of the types of decisions regularly made on the job:

- Determine best method to solve a problem, including repairs and emergency situations. Decide if a problem can be solved personally or if outside help should be contacted.
- Determine appropriate layout/arrangements of drawings.
- Decide number of staff required to perform duties, and how long job will take.
- Determine priorities for work and financial resource allocation.
- Make recommendations regarding human resources matters.
- Determine when to involve more senior staff in problem resolution.
- Make recommendations regarding new products or equipment the department or unit may be interested in acquiring to increase productivity, efficiency, or safety.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May hire/fire, conduct performance appraisals, discipline, and delegate tasks.

*Last update: December, 1999*