CAMPUS SERVICES - GRADE 7

Generic Position Overview

**Family:** Administration

**Branch:** Campus Services

**Cluster:** ADMCS7

**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:** Assist in providing consistent, decisive leadership to a team of staff. Direct and administer maintenance of buildings in an assigned area. Operate equipment and machinery in compliance with safety codes and regulations. Coordinate the development and implementation of events, policies and procedures. Propose revisions to practices or systems as appropriate. Perform administrative duties such as budgeting or drafting reports. Assist with human resource duties such as performance appraisals, hiring, firing and training. The incumbent is responsible for safety programs in their assigned area and ensuring that regulations are adhered to. Provide consultation with respect to safety issues on campus.

**Primary Duties And Responsibilities:** Direct and administer maintenance of buildings in designated area. Contribute to the performance of maintenance programs and prepare maintenance budgets. Maintain and update safety programs in assigned areas and ensure that regulations and safety procedures are followed. Evaluate and monitor work to ensure effective expenditure of money, labour, and materials. Supervise work teams and foster a productive and harmonious workplace through promotion of a positive team environment. Assist with human resource duties, including performance appraisals, hiring, firing and training.

Provide consulting/troubleshooting service to the campus community with respect to safety issues such as appropriate waste disposal.

Operate equipment and heavy machinery in compliance with safety codes and regulations, including the Operating Engineer’s Act. Perform routine maintenance and tests on equipment. Monitor operations and report abnormalities which may impede operations.
Coordinate the operation of campus systems (i.e., security) which could include supervising employees, training, developing and maintaining policies, procedures and files.

Coordinate and oversee the installation, maintenance and operation of all alarm systems for the university, including fire, intrusion, environmental and communications. This could involve assigning frequencies, contracting for repair, maintenance and recommending replacement systems as necessary. Provide training on these systems.

Coordinate the development, implementation, and evaluation of campus wide programs/events, policies. Propose changes to practices, policies or systems to supervisors as appropriate. Perform administrative duties, such as budgeting, filling out forms and drafting/writing reports and manuals. Receive shipments, and complete log sheets and summaries. Manage contracts for the university (e.g., waste hauling contract).

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

**Required Background:** Post-secondary education, normally two years with several years of related experience. Some positions may require a university degree. Special qualifications that may be required depending upon the position include construction, drafting, security or human resources management. Some positions require knowledge of computers and related software. As well some positions may require specific certification (i.e., Second Class Engineer). 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:

- Communication (both verbal and written) and interpersonal skills to deal with a variety of people in many situations.
- Supervisory and leadership qualities. This includes a commitment to employee development and safety. Ability to foster a team environment.
- Organizational skills to plan the work of oneself and others.
- Analytical and problem-solving ability in order to examine a number of alternative possibilities and arrive at the best solution.
- Mechanical/technical aptitude. Ability to read and interpret instruments or charts and compare them with established parameters. Knowledge of building procedures and materials, and experience in the trades, will be considered an asset.
- Resourcefulness and initiative. Ability to visualize the complete process and the function of each unit within a system.
- Technical ability required to understand equipment failures and determine how to direct the repair of computers and systems.
- Computer proficiency and an ability to adapt to and implement emerging technology.
- General math and financial skills in order to budget and allocate resources.
- Ability to maintain composure in a stressful situation, rationally assess an incident, and implement corrective measures.
• Physical stamina to meet the requirements of the position.

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

• Make operational decisions involving equipment (e.g., which equipment to operate under emergency conditions).
• Decide whether a problem is serious enough to warrant notification of management or whether it can be handled personally.
• Determine the appropriate action to take to resolve a wide variety of security related incidents, i.e., power failures, attempted assaults.
• Determine what information is required to make decisions, recommendations, proposals, policy and procedure revisions, program development decisions, etc. Gather information using appropriate tools and from a variety of sources. Analyse data and evaluate proposals.
• Determine how to organize one’s work schedule and the work of others. Decide which jobs to delegate and to whom they should be given.
• Make human resources decisions such as who to hire and how to handle disciplinary matters.

**Supervisory Responsibilities:** Supervisory duties may include hiring/firing, conducting performance appraisals, disciplining, and delegating work.

*Last update: December, 1999*