Generic Position Overview

**Family:** Administration

**Branch:** Campus Services

**Cluster:** ADMCS9

**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:** Provide leadership, supervision and guidance to work teams who support campus services and security operations. The positions are considered integral to the operation of campus services and can have wide-ranging implications. This role encompasses human resources management functions such as hiring, firing, disciplining, delegating work and conducting performance appraisals. These positions involve independent decision-making, responsibility, personal initiative, and technical proficiency.

**Primary Duties And Responsibilities:** Administer technical and physical operation functions as required. May direct or oversee maintenance of buildings within established standards by providing leadership to a team of staff in the formulation of maintenance and renovation programs. Coordinate major equipment purchases and material contracts. May ensure that plant operations and maintenance are carried out in accordance with appropriate safety and standards regulations, schedule repairs and materials delivery, and report on plant operation.

Prepare and monitor budgets. Evaluate and monitor work to ensure effective expenditures of university funds including labour, material and the services of contractors. Supervise approved maintenance and some renovation projects. Ensure that legislated, departmental and university safety programs are adhered to. Act as a liaison between the unit or department and the customers on campus.

Maintain security and confidentiality and coordinate safety and maintenance procedures. May provide consultation and direction with respect to security programs and services. Manage security and patrol programs as necessary.

Plan and allocate space for current and future requirements of the university
in accordance with university priorities and procedures and professional
guidelines. Undertake policy analysis and development for space
administration to support senior management and day-to-day planning
operations. Collect, analyse and distribute information on institutional space
inventory, needs, utilization and quality to support comprehensive facility
planning and decision making. Evaluate, plan, implement and manage
corporate data to provide analytical support services for university
departments and external organizations.

Manage complex operation of unit, area or function. Develop, recommend
and implement campus preventative maintenance program. Develop and
update maintenance policies and procedures. Act as safety officer including
writing safety operating procedures and policies.

Perform human resources duties including supervision, conducting
performance appraisals, disciplining, delegating work, and hiring and firing.

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

**Required Background:** University degree and several years related
experience. Some positions may require special certification/qualifications or
training such as engineering or security/law enforcement, instead of a
degree. Education background and experience should complement the skills
and duties of the incumbent's particular position. Sound knowledge of
constructions methods, (i.e., heating, ventilation, custodial maintenance
practices, energy usage and conservation). Knowledge of codes such as
Experience in a supervisory capacity and previous work in a university or
related environment required. 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:

- Management skills and ability to motivate and create a positive work environment. Sensitivity to issues affecting performance of staff. Ability to develop and promote teamwork.
- Planning skills to propose new initiatives and to improve efficiency of current service or operation.
- Excellent communication (both verbal and written) and interpersonal skills are critical. Incumbent interacts with many different individuals in a variety of contexts.
- Proven organizational skills.
- Strong statistical skills, analytical, and problem-solving ability. Good decision making ability and judgement based on comprehensive analysis.
- An expert knowledge in the technical aspects of building maintenance. Ability to read and translate architectural, mechanical, electrical and structural drawings and specifications, along with a thorough knowledge of custodial practices.
- Substantial experience in building maintenance in progressive supervisory and/or leadership positions in an industrial, construction or university environment.
• Ability to work effectively in team environments.
• Ability to negotiate effectively with the competing demands of diverse groups.
• Computer proficiency and an ability to adapt to and implement emerging technology.
• Technical and mechanical skills in aspects of construction and the trades. Ability to read and translate architectural, mechanical, electrical, and structural drawings and specifications.
• Analytical and interpretive skills. Ability to synthesize information from a wide variety of sources. Ability to conceptualize creative plans and workable solutions for dealing with an array of management problems.
• Proven ability to consistently meet deadlines and budget constraints.

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

• Make operational decisions involving equipment (e.g., equipment shutdown schedules to permit inspections and maintenance).
• Determine best allocation of work assignments.
• Decide whether to repair or replace equipment breakdowns.
• Determine equipment to be used on preventative maintenance program, the work to be performed on each and the optimum schedule for the work to be done.
• Determine content of planning and policy documents and procedures, (i.e., asbestos management, PCB handling, amonia plant emergency procedures, etc.).
• Determine how to resolve technical problems related to building systems such as heating, ventilation, electrical, and plumbing.
• Evaluate space needs and utilization, recommend and negotiate changes to meet user group and broader university community requirements.
• Make decisions regarding information needed to prepare budgets.
• Make human resources management decisions.

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

*Last update: December, 1999*