

## THE UNIVERSITY OF BRITISH COLUMBIA

### POSITION DESCRIPTION #00036699

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**BUSINESS TITLE:** Operations Manager  
**EMPLOYMENT GROUP:** Management&Professional (AAPS)  
**JOB FAMILY:** Facilities Management  
**JOB CODE:** 186307 - Facilities Management, Level G  
**VP/FACULTY:** VP Finance, Resources & Ops.  
**DEPARTMENT:** Building Ops - Custodial  
**PAY GRADE:** 11  
**SALARY LEVEL:** G

### JOB SUMMARY

The Operations Manager oversees the operations, maintenance, repair, and logistics for Building Operations to ensure compliance with various acts and regulatory responsibilities that govern logistical systems at the University. In support of this, the Manager also leads and directs the development of SOPs and inspects and verifies plans for their further compliance. Additionally they are responsible for organizing, coordinating and allocating personnel, equipment and funds; developing and monitoring costs, and ensuring operational methods and procedures comply with unit budgets and established standards and policies.

The Custodial Unit operates 24/7 with staff working days, afternoons, nights and weekends. The Operations Manager may be required to work rotating shifts as required.

UBC Building Operations employs approximately 800 staff including trades, custodians, labourers, project managers, professional engineers, architects and management staff. The Manager of Operations is responsible for leading and managing new strategic initiatives within Building Operations as well as spearheading major change management initiatives throughout the department.

### ORGANIZATIONAL STATUS

This position reports directly to the Superintendent, Custodial Services and works within the strategic framework set out by the Superintendent, Custodial Services to meet departmental objectives. Works in conjunction with Superintendents and Managers of all business units within Building Operations.

### WORK PERFORMED

1. Leads and manages new operational initiatives within all units of Building Operations; including the Municipal, Trades, Utilities and Custodial units to plan, organize, execute and evaluate continuous improvement initiatives and re-engineer operational practices that impact the entire Building Operations department and services delivered to the University.
2. Evaluates and manages department wide business practices designed to maximize efficiencies and cost savings.

3. Identifies areas for improvement within all units in Building Operations and champions major change management initiatives; coordinates multi trade projects, determining the required scope of work, projecting costs and coordinating work through subordinates
4. Consults with Superintendents, Trades Managers, Project Coordinators, Project Managers, and Consultants to review new projects introduced within Building Operations during design and construction; ensuring necessary information is available, projects are efficiently coordinated and work is completed on schedule and within budget.
5. Works in conjunction with the Facilities Managers to identify and prioritize customer service and facility operational needs. Inspects the general condition of campus facilities to ensure they are operated and maintained in a satisfactory, safe manner, and to initiate strategies through the appropriated staff to correct any deficiencies.
6. Leads and directs the development of Standard Operating Procedures for all units within Building Operations and inspects and verifies plans for their further compliance. Develops work processes to reflect new technologies. Performs site audits, observing staff on methods currently used, benchmarking outside organizations, contacting vendors and staying up to date on current technologies.
7. Oversees the daily operations of all units within Building Operations, to provide safe, simple, sustainable and efficient service to the campus community and to protect the University's assets and reputation.
8. Manages the Heads and Sub-Heads of each crew as assigned. Ongoing training and coaching of Heads is required to ensure that the Heads are effectively managing the safety, training, productivity and customer service of their staff.
9. Manages Human Resources issues, in collaboration with Building Operations HR, in the areas of recruitment, performance evaluations, training, coaching, attendance management, discipline, labour relations and terminations.
10. Oversees and ensures work within the assigned unit is performed in conformance with all applicable safety standards and acts and regulations; including but not limited to, CSA, WorkSafeBC and the BC Safety Authority as well as ensuring all employees have the applicable certifications to operate equipment and/or to perform their duties.
11. Oversees and leads safety programs and participates pro-actively with various Safety Committees and University or external safety related agencies (WCB, HS&E etc.) as required. Performs safety investigations, develops recommendations and sees to the implementation of these recommendations.
12. Prepares the operating and capital (minor and cyclical) budgets for the Custodial unit; controls the expenditures of the section within the budget appropriation, identifies budget over or under expenditures immediately and recommends and/or takes timely corrective action to implement new or improved procedures to avoid the recurrence of budget problems.
13. Participates in various committees including the joint health and safety committee and interdepartmental planning and review committee (e.g. Working conditions, development review committees for new building reviews, landscape, external infrastructure review, sustainability or transportation)
14. Covers the responsibilities of Superintendents and Frontline Managers within all business units during vacations and other absences

## **CONSEQUENCE OF ERROR**

This position is critical to the success of UBC Building Operations and the services that it provides. The decisions of the Manager have broad and extensive implications for the success of Building Operations as a whole . Additionally, decisions impact the reputation of the division and Building Operations across campus and with the community. Decisions impact the allocation, support and utilization of resources within a large division. Errors may result in increased costs, decreased productivity and departmental efficiency, negative labour relations and violations of OH&S Regulations.

## **SUPERVISION RECEIVED**

Works within broadly established policies and procedures under the senior administrative direction of the Superintendent, Custodial Services.

## **SUPERVISION GIVEN**

Provides direction to Assistant Supervisors, unionized Heads, Sub-Heads, Scheduler/Trainer, StoreKeeper, Assistant Storekeeper and line staff. May be assigned to any Building Operations unit (Municipal, Trades, Utilities, Custodial) for either long term coverage or for specific initiatives

## **QUALIFICATIONS**

Undergraduate degree in a relevant discipline. Eligibility for membership in a professional Institute or Association. A minimum of 8 years of experience in related architectural and planning experience including experience with major construction or renovation projects or the equivalent combination of education and experience. Thorough knowledge of all areas of Operations Management including staffing, maintenance, efficiency and customer service. Training in business management and financial management preferred. Training and proven capabilities in project management would be an asset. Experience managing staff in a large department within a complex unionized environment is an asset. Ability to determine priorities and respond effectively to changes and meet deadlines. Excellent interpersonal skills and oral and written communication skills. Ability to exercise tact and discretion. Superior problem solving skills with an emphasis on interpersonal conflict resolution. Valid and subsisting B.C. Driver's License with a satisfactory driving record.