

JOB DESCRIPTION

Dept: Facilities

Working Title: Facilities Support Generalist (45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58)

Date: August 2018

Job Class: 9

PRIMARY FUNCTION:

This position directly impacts the experience of KPU students, staff and community, and as such this role provides positive and effective communication, helpful demeanor and a can-do attitude. Specific functions of the role include ensuring the safety of campus occupants; taking a proactive approach to identifying and responding to the physical needs of the campus; supporting a comfortable working and learning environment as aligned to KPU's mission, vision and values. The Facilities Support Generalists work to; ensure the University's buildings, operations systems and grounds are physically and aesthetically ready to support the needs of campus users and guests; liaising with contractors to manage access, exchanging information; providing support to their work and ensure the instructional environment is minimally impacted; identifying, analyzing and implementing best solutions in emergency situations; and protecting university assets and restoring campus business continuity.

This position is a front line role with expectations that they will exhibit the highest levels of customer support, approachability, professionalism in emergency situations, and effective and respectful communications with all members of the university community. This position ensures applicable policies and procedures are adhered to, and that exemplary levels of customer service are provided to students, employees, the University community and other internal and external stakeholders.

JOB DUTIES AND TASKS:

1. Maintain and repair buildings, furniture, fixtures and equipment:

- a) Follows building and equipment operating standards, conducts maintenance and repairs following the quality standards existing within the campuses, recommends, implement solutions to improve or enhance building infrastructure, systems, finishes and performance.
- b) Liaise with equipment manufacturers, contractors, and appropriate stakeholders to determine ongoing preventative maintenance.
- c) Follows safe work procedures when utilizing hand and power tools to maintain and repair KPU buildings, furniture, fixtures, equipment and grounds.
- d) Manage, prioritize and perform cyclical maintenance of all university spaces while minimizing the impact to the learning environment.
- e) Provides assistance and support to Maintenance Tradesperson(s) and contractors on projects, maintenance & repairs, or in resolution of building system issues.
- f) Analyze and interpret building operation concerns in order to implement solutions or escalate response to mitigate a variety of building operation issues.
- g) Perform routine maintenance including but not limited to lighting replacement, plumbing, automatic doors and locks, painting, building finishes (interior/exterior) and roofs (including living roofs).
- h) Install furnishings, fixtures and equipment including but not limited to chalk/white/bulletin boards, clocks, signage, fire extinguishers, room dividers, partitions, chair rails and equipment.
- i) Winterize exterior plumbing systems and equipment (retention ponds, irrigation and grey water systems, and fire sprinklers).

- j) Inspect completed projects and built conditions as requested or required and report deficiencies for follow up to supervisors.
- k) Guided by KPU policy, distribute keys to employees and contractors. Changes codes for keyless entry locations as requested.
- l) Liaise with contractors to ensure their adherence to the KPU Contractor Safety Checklist, to manage access, exchange information, provide support and ensure the instructional environment is minimally impacted. Provide detailed information for quotation purposes.
- m) Review completed contractor maintenance and repair work. Report deficiencies to Supervisor/Manager.
- n) Respond to emergency call-outs for afterhours building emergencies, identifying and assessing any concerns. Contact appropriate contractor, mitigate situation to manage and/or stop impact to educational environment. Liaise with end users who are impacted and initiate short term solutions including emergency clean up as required. Ensures communication with direct supervisor and/or Facilities administrator during the emergency while ensuring the conditions safeguarded until resolution is achieved or the matter is escalated as required to resolution.
- o) In consultation with supervisor, maintain a preventative maintenance, repair program, and re-supply program for FSG tools, equipment, and tool crib/shop space. Maintain the crib in a clean and organized manner. Make recommendations for tools and improvements that enhance delivery of facilities maintenance services.

2. KPU Community Service:

- a) Apply strong problem solving skills to changing immediate and planned, building and KPU community needs. Ensures matters are resolved or escalated as required, to provide a customer centric approach at the highest level of service excellence.
- b) Maintains effective and responsible communication.
- c) Manage job priorities in conjunction with the Facilities Supervisor and a computerized maintenance management system (CMMS).
- d) Determine best solutions to fulfill requests as retrieved from CMMS Completes assigned and emergent work in a timely and prioritized manner as aligned with work plans.
- e) Reviews requests and determines when the scope of work requires contractor response.
- f) Supports Room Bookings by responding to work requests regarding event space, assessing needs and reviewing options to maxim Supports Room Bookings by responding to work requests regarding event space, assessing needs and reviewing options to maximize space utilization while meeting event needs or requirements in conjunction with applicable building and life safety codes; liaises with Room Booking personnel on planning and improvements for events including collaboration with customers and event coordinators to adjust event flow and setup plans.
- g) Monitor and return classroom and meeting room spaces to standard set-up.
- h) Determine the appropriate action and respond accordingly in order to support requests for services/inquiries from KPU community, contractors and other service providers.
- i) As the initial point of contact, liaise between the KPU Community and Facilities to support efficient communications and resolve conflicts ensuring appropriate communication with and/or escalation to immediate supervisor and administrator as appropriate.
- j) Participates in project management processes and activities such as working groups, identifications of SORs, providing feedback for project charters, risk identification and monitoring the risk register, scheduling, communicating to the appropriate project stakeholders when necessary.
- k) Have a work plan in place that is aligned with their supervisor's and department's work plan and with KPU's vision, mission and values.

3. Security, life safety and first aid:

- a) Provides a critical front line monitoring and regular checks of life safety systems and responds to fire and other life safety events on campus. Ensures familiarity with the life safety systems on campus and attends regular training to support their lead in various life safety, building infrastructure, and grounds emergency situations.
- b) Supports Emergency Planning in major events as required and supports Security emergencies as observers when required and requested. Apply analysis and interpretation of known risks, guided by KPU policy and emergency standards to choose an approach using a combination of accepted methods

to mitigate an emergency and reduce the liability for the university. Immediately advises direct supervisor and or Facilities administrator to ensure appropriate escalation, communication and resolution.

- c) Guided by WorksafeBC occupational first aid procedures, respond to first aid and other safety incidents and provide appropriate care; . Liaise with authorities to ensure on-going patient care including arranging for transport as needed.
- d) Guided by WorksafeBC BC procedures, return accident scenes to appropriate use and return first aid room to a state of readiness. Ensure first aid equipment and consumables are stocked and current.
- e) Liaise with appropriate personnel and authorities to resolve ongoing safety issues ensuring communication and escalations with supervisors as required.
- f) Create and maintain incidents records and maintain confidential first aid records.
- g) Monitor test and troubleshoot emergency equipment and ensure it's functioning within maintenance standards and is ready for immediate use including testing building and life safety systems.
- h) Acts as the Technical Fire safety Director coordinating evacuations during a life safety event, monitoring the event, liaising with and communicating with emergency responders until the event is resolved. Maintains records of the event and active communication with immediate supervisor.
- i) Liaise with immediate supervisor and Fire Safety Director confirming changes to building systems as part of the annual fire safety review.
- j) Proactively review buildings, equipment, activities and grounds to audit current conditions and to identify potential hazards or security breaches; initiates corrective action to safeguard situation until resolution and escalate as required.
- k) Identifies deficiencies within the campus environment, documents conditions using CMMS, fixes deficiencies when appropriate in consultation with supervisor and/or individual work plan.
- l) Assists Security Officers to maintain site security and disarm security systems.
- m) Guided by government agency codes, regulations, by-laws and KPU policies and procedures, Worksafe BC, and Workplace Hazardous Material Information Systems (WHMIS) requirements, ensure facilities and sites are compliant. Reports and documents any deficiencies to supervisor for follow up.
- n) Assists Security Officers as needed and requested during peak occupancy periods, major events, or high security work load to;
 - a. Conduct patrols to monitor building security and fire watch.
 - b. Lock and unlock door and arm and disarm security systems.
 - c. Provide building security system familiarization and procedure training for security guards.

4. Operation and Monitoring of building systems:

- a) Maintain Facilities maintenance manuals, equipment lists, and maintenance records for all building systems; ensure legislated checks are completed and records logged at the specified frequencies immediately reports to supervisor and contractor as required any anomalies and changes in mechanical operation to ensure appropriate follow up.
- b) Trouble shoot issues and guided by equipment specifications and building operation manuals choose a best course of action, documenting and escalating as appropriate.
- c) Guided by an understanding and knowledge of the building HVAC, mechanical, electrical, and other systems, operate, monitor and trouble shoot a variety of building systems including specialty spaces (research/technology labs, greenhouses, chemical storage bunkers, production brew lab and maker spaces).; systems can include but are not limited to geo-exchange, low pressure steam production and hot water heating boilers.
- d) Determine potential causes of building systems failure and recommend solutions. Immediately contact direct supervisor and designated contractors or appropriate personnel for follow-up and remediation if necessary. Ensure matter is safeguarded until resolution or escalation as required.
- e) Respond to, troubleshoot, and remedy as able, issues related to emergency call-outs for afterhours building system emergencies –. Contact direct supervisor and appropriate contractor, mitigate situation to manage /stop impact to business and educational areas of the campus. . Liaise with any end users who are impacted and initiate short term solutions in consultation with direct supervisor to ensure best possible immediate and long term resolutions.
- f) Call out recognized Facilities contractors per standing purchase orders, confirm and communicate details of incident/problem and coordinate contractor response to affect repairs with the least impact to the learning environment.

- g) Respond and remedy all facilities alarms including but not limited to BMS, mechanical, plumbing, electrical, elevator.
- h) Monitor and adjust computerized building automation systems by determining operational requirements, and adjusting schedules, set points and operating parameters to maintain peak operating effectiveness and efficiency. Interpret and analyze alarm conditions and initiate corrective actions as necessary.
- i) Maintains regular, effective and relevant communication with supervisor, co-workers, and contractors through established crew log books or other developed mediums to ensure daily operational matters are communicated clearly and respectfully.

5. Grounds Maintenance:

- a) Assess and report on weather related safety conditions to supervisor and administrator as required. Responds to campuses to initiate appropriate action to ensure campuses are safe and operational (e.g. Ice storms, snow, windfall related damage etc.).
- b) Perform and log seasonal grounds maintenance such as such as light duty landscaping, watering, waste and recycling pick up, snow removal and salting applications, and exterior lighting assessments. Survey the daily conditions, and ensure the cleanliness and safety of the parking lots is maintained including immediately reporting and ensuring escalation for follow up on any seasonal damage reparation required. Perform landscaping duties as required.
- c) Respond to reports of rodent and pest issues, liaising with supervisor, and when necessary, contacting appropriate contractors to mitigate.
- d) Determine best response and implement necessary actions to mitigate issues related to emergency cleanup needs including safeguarding the areas, handling, storing, and disposing of hazardous biological materials (used needles, condoms, first aid waste etc.) per KPU safe work procedures and Worksafe BC protocols.
- e) Following established multi-stream waste management systems, ensure recycling, green waste and garbage is appropriately disposed. Provide training and act as an advocate for KPU's sustainability initiatives.
- f) Apply knowledge and understanding of safe work procedures when utilizing and maintaining grounds equipment. (eq. snow throwers, hand mowers, weed eaters, leaf blowers,, ice melt spreaders and shovels, rakes, saws etc.).

6. Shipping, and Receiving:

- a) Understand and apply safe work procedures as related to the receiving, handling, moving and storage of goods.
- b) Determine the appropriate storage and layout or distribution procedure for goods received to maintain safety and efficiency in consultation with supervisor.
- c) Interpret and apply WHMIS, Transportation of Dangerous Goods procedures and supply directions to the end user.
- d) Perform shipping and receiving functions for the transportation and receipt of goods and maintain records as required. Ensure quality of goods received are as intended following the legislated government requirements and the university's own policies and procedures as developed to oversee the receipt, inventory control, delivery and tracking of university goods. Liaise with freight companies/brokers as required.
- e) Perform inventory control such as decaling, engraving, serial numbers, documentation scanning and emailing, etc. following established university guidelines and procedures.
- f) Communicate with end user, Purchasing Department, Vendors and Accounts Payable regarding inventory and orders.
- g) Communicate with the vendor and customer to resolve issues around damaged, goods, short/over shipments and other errors.
- h) Manage and document the storage and security of goods received within Shipping & Receiving, mailroom, and other storage areas for proper inventory control.

7 Mail and Copy Centers:

- a) Distribute intercampus and Canada Post/Courier mail/parcels and KPU exam materials ensuring the confidentiality of KPU exam materials are maintained throughout the receipt and distribution process
- b) Maintain inventory and organization of campus mail rooms and copy centers ensuring information and mail is properly allocated based on mail box revision lists provided by Print shop or Human Resources reflecting changes in campus employee assignment each semester.
- c) Supports the overall Copy Center and Mailroom functions as required. Troubleshoot and remediate issues related to: Multi-function Devices (MFD), overhead projectors, fax machines, and scanners. Maintain a stock of copy center inventory as required following established inventory lists.

a) Other Related duties

- Manage and maintain inventory of Facilities consumables and fixtures. Procure supplies through the use of standing POs and by self-sourcing. E.g. Janitorial supplies, lighting, paint, hand tools, etc.
- b) Covers as requested for Facilities Services Supervisor during periods of vacation.
- c) Provide support and substitute for the duties of other members of the Department as required during critical workload.
- d) Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

Reports to Facilities Supervisor.

SUPERVISION/DIRECTION EXERCISED:

- Provide direction in building, first aid, and life safety related emergency situations to Kwantlen Polytechnic University employees, students, and visitors.
- Provide training and support to co-workers and auxiliary staff on safety and security system procedures; building systems operations; general campus orientations; and all other Facilities operational services related to this position.
- Coordinate, plan, assign, and inspect the activities of work placement/CO-OP students (e.g. APPD) and FSG's in training.
- Observe, record and provide verbal and written feedback about performance to individuals, work placement/CO-OP coordinators (e.g. APPD), Facilities Supervisors and Management.
- Orientation and oversight of contractors (, food service, cleaners, trades) under the KPU Contractor Worksite Safety Program including participation in completion of the Contractor Safety Checklist and project risk assessment.as required.
- Training / procedure familiarization of, occupants, contractors, students, visitors, co-op students/workers.
- Particularly during weekends and evening shifts, acts as a primary front line operational point of contact for the entire campus managing or redirecting a diverse and often complex number of general service enquiries and needs; escalates as required in a timely manner to supervisor and or appropriate management.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

- Maintain and/or repair buildings, building systems, furniture, fixtures and equipment.
- Ensure safety and security of campus sites and occupants in collaboration with campus Security Officers.
- Manage confidential first aid records.
- Control keys – contractor and auxiliary master sets (daily) and support ongoing key requests and distribution to authorized KPU users. Programs and trouble shoots punch code keyless entry systems

- Pick-up, handle, store, and dispose of hazardous biological materials (used needles, condoms, first aid waste etc.) per Worksafe BC protocols.
- Operate and maintain a variety of machinery and equipment including building operations, power and hand tools, and material handling.
- Maintain inventory levels of Facilities' consumables and copy center.
- Maintain and update campus WHMIS records as related to Facilities Services.
- Operate KPU vehicles and mobile equipment.
- Ensure confidentiality of KPU exam materials are maintained throughout the receipt and distribution.
- Ensure proper handling, safeguarding, and distribution of goods received through Shipping & Receiving.
- Required to work outdoors and provide heavy physical labour in all seasons including inclement weather.
- Directs the work of day porter and event support cleaning staff

FINANCIAL RESOURCES:

- Procure from Standing PO's or self-sourcing : (inventory, define and identify options, source, order, receive, store / distribute around campus) for building maintenance supplies, tools, and consumables related to operational service contract deliveries.
- Call out recognized Facilities contractors per standing purchase orders.
- Use/reconcile KPU purchase card when directed.
- Provide budgetary input /feedback on campus specific priorities, options and purchases.
- Sign documentation for receipt of received goods; check packing slips and invoices against goods received. Ensure proper documentation accompanies goods that are shipped.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

1. Certification of Trades Qualification and/or a two year diploma in a related field preferred or an equivalent combination of experience, education and training. Demonstrated competency using a variety of hand and power tools and grounds equipment.
2. Proven ability to trouble shoot, identify and analyze problems; consider multiple solutions; maintain highly effective communication and implement the best possibilities and follow-up to confirm the desired outcome has been achieved. Ability to recognize errors or omissions and rectify them.
3. Demonstrated knowledge of the methods, practices, tools, used in electrical, plumbing, carpentry and mechanical trades. Demonstrated knowledge of building systems including; life safety and building management.
4. Occupational First Aid Level 2.
5. Demonstrated ability to communicate effectively in English, both verbally and in writing and the ability to listen, understand and communicate clearly and effectively both in person and utilizing available technology.
6. Demonstrated ability to work independently with minimal supervision Superior organization and time management skills in completing projects, prioritizing work and meeting multiple overlapping demands with frequent interruptions.
7. Demonstrated ability to interact effectively within a diverse educational community including students, faculty, employees and the general public exhibiting excellence in customer service; highly effective and respectful communications; calmness and resourcefulness while resolving emergent issues.
8. Demonstrated ability to deal effectively with security and emergency situations.
9. Demonstrated ability to exercise good judgement and show initiative.
10. Proven ability to perform heavy physical work.

11. Experience with computer programs and applications within a windows environment computerized maintenance management system (CMMS), building management systems and demonstrated ability to use and troubleshoot standard office equipment, including copiers would be an asset.
12. Demonstrated ability to deal effectively with external companies, including understanding the role and responsibilities of contractors would be an asset.
13. Demonstrated ability to positively relate to people from diverse educational and cultural backgrounds; to take a leadership role in emergency situations and deal effectively with a wide variety of contractors and service providers
14. Ability to travel to other campuses.
15. Familiarity with building systems including life safety and building management controls.
16. Several years experience working in building maintenance and on building systems and equipment would be an asset.
17. Valid class 5 Driver's License is an asset.