

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: Vacant

Position Title: Facility Services Coordinator/Technician      Payband: I

Position Code/Number (if applicable):

Scheduled No. of Hours 40

Appointment Type:  12 months       less than 12 months

Supervisor's Name and Title: Randy Prentice, Manager, College Facilities and Projects

Completed by: Randy Prentice

PDF Date: February 21, 2024

### Signatures:

Incumbent: \_\_\_\_\_ Date: \_\_\_\_\_  
(Indicates the incumbent has read and understood the PDF)

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

## Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements fo the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements.**

## Position Summary

Provide a concise description of the overall purpose of the position.

Coordinates contractor and staff facility service work, providing guidance and oversight of all major/minor facility related maintenance and projects. Performs tasks such as general repairs, maintenance and upkeep to the exterior and interior of buildings, grounds, furniture, and equipment. Utilizes skills including light carpentry, fabrications, architectural hardware repair/replacement, locksmithing, drywall, electrical, mechanical and plumbing repairs. Provides essential services and emergency response in case of floods, power failures, fire alarms and other similar facility emergencies. Assists facilities staff with tasks and projects as required. Operates College vehicles and equipment, performs delivery and pick-up of materials, supplies and equipment. Maintains inventories of office furniture and surplus or obsolete equipment. Assists in maintaining a College environment that is safe, aesthetic and in a functional state of operation.

## Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	Approximate % of time annually*
Performs daily rounds of buildings and properties ensuring that assigned projects are supervised and completed to the satisfaction of the College by applying good judgement, knowledge of trade skills, practices, construction methodologies and jurisdictional or applicable code requirements. Collaborates, coordinates and problem solves to accomplish specific tasks within budgets and schedules. Consults with applicable project managers as required. Addresses any issues which may have arisen since prior shift.	35%
Performs major/minor repairs to buildings, furniture, fixtures and equipment as required. Carries out repairs and maintenance on mechanical and electrical equipment as qualified.	20%
Performs Locksmithing, architectural hardware and accessibility hardware repairs, service and replacement or upgrade. Consults with and assists other maintenance staff on these items at other campuses as required.	15%
Coordinates & consults with consultants, engineers and contractors to initiate various projects and maintenance needs as required.	10%
Develops scopes, materials lists, sources suppliers and requests quotations, determines the most desirable approach establishing a balance between quality and cost. Provides Facilities Manager with cost estimates for various projects and repairs required.	10%
Reviews and comments on architectural drawings and specifications for construction or renovation projects. Conceptualizes & develops detailed renovation sketches of proposed renovations prior to construction. Assists with set-ups, moves, and outside duties as required. Assists with winter maintenance activities as required.	5%
Other related duties as assigned	5%

\* To help you estimate approximate percentages:

½ hour a day is 7%

1 hour a day is 14%

1 hour a week is 3%

½ day a week is 10%

½ day a month is 2%

1 day a month is 4%

1 week a year is 2%

**1. Education**

**A.** Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- Up to High School
- 1 year certificate
- 2 year diploma
  
- Trade certification
- 3 year diploma / degree
- 4 year degree or 3 year diploma / degree plus professional certification
  
- Post graduate degree (e.g. Masters) or 4 years degree plus professional certification
  
- Doctoral degree

Field(s) of Study:

Construction and/or Commercial Facilities related trade certification

**B.** Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- No additional requirements
- Additional requirements obtained by course(s) of a total of 100 hours or less
  
- Additional requirements obtained by course(s) of a total between 101 and 520 hours

Locksmithing Certificate, registered and approved for private vocational schools as a basic Locksmith (levels 1 & 2) including master keying, life safety devices, hardware installation.

- Additional requirements obtained by course(s) of a total of more than 520 hours





- Minimum of eight (8) years





### 3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
Key issue or problem encountered.	Assess need for re-keying of building i.e. security/safety
How is it identified?	Usually complaint driven. Malfunctioning locks and/or keys as well as lost keys and break-ins.
Is further investigation required to define the situation and/or problem? If so, describe.	Assessing damage to locks and taking apart locks.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Re-keying locks or lock replacement.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Dealer/ suppliers, manufacturers and internet.

**3. Analysis and Problem Solving**

**#2 regular & recurring**

Key issue or problem encountered

Assess facility upgrades and requirements i.e. windows, door units, siding, roofing, lighting, plumbing requirement

How is it identified?

Determining priority, break down of specific components i.e. roof leaks or rotting windows

Is further investigation required to define the situation and/or problem? If so, describe.

Yes, on site investigation.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Could involve some taking apart of roof or wall assemblies in order to investigate.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

Past practices, like trades and supervisor.

**#3 regular & recurring**

Key issue or problem encountered

Assess & Replaces plumbing fixtures i.e. sinks, infrareds flushometers, water-closets, showers

How is it identified?

Usually complaint driven or by equipment break down.

Is further investigation required to define the situation and/or problem? If so, describe.

Yes, on site investigation.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Take apart plumbing component for further investigation.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

Past practices and related trades.

**3. Analysis and Problem Solving**

**#1 occasional** (if none, please strike out this section)

Key issue or problem encountered

Prepares deficiency lists for capital expenditure for Manager.

How is it identified?

Performs building project/maintenance inspection to verify quality and completion i.e. project deficiency lists and follow up.

Is further investigation required to define the situation and/or problem? If so, describe.

There may be some opening up of walls, floor and/or roof assemblies.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The incumbent designs and implements small to mid-range building projects for new projects as well as deferred maintenance.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

Past experience, like trades and supervisor.

**#2 occasional** (if none, please strike out this section)

Key issue or problem encountered

How is it identified?

Is further investigation required to define the situation and/or problem? If so, describe.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).


#### 4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

##### #1 regular & recurring

List the project and the role of the incumbent in this activity.

Establishing a deferred maintenance list. Incumbent is to ascertain trouble spots and/or serious maintenance issues for both FRG projects and improved facility ongoing projects.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Proficiency in trouble shooting and identifying related problems to building integrity such as roof leaks, locks, life/safety requirements. Good prioritization abilities.

List the types of resources required to complete this task, project or activity.

Past experience.

How is/are deadline(s) determined?

By priority, condition of building component and by the supervisor.

Who determines if changes to the project or activity are required?  
And who determines whether these changes have an impact on others?  
Please provide concrete examples.

The incumbent and the supervisor.

**4. Planning/Coordinating**

**#2 regular & recurring**

List the project and the role of the incumbent in this activity.

Review plans by Architects/Engineers for College requirement.  
Ability to sketch proposed renovation, cost it out, perform the work to complete large/small project/renovations.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The ability to prioritize and organize outside contractors to obtain quotes.

List the types of resources required to complete this task, project or activity.

Plans, specifications and clearly defined requirements. Incumbent determines scope of work and resources required (contractors and/or other Facilities staff) and schedules work accordingly.

How is/are deadline(s) determined?

By priority and the supervisor.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The incumbent and the supervisor.

**#3 regular & recurring**

List the project and the role of the incumbent in this activity.

-Co-ordinate & supervise projects and contractors

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The ability to prioritize and organize.

List the types of resources required to complete this task, project or activity.

Plans, specifications and clearly defined requirements. Incumbent determines scope of work and resources required (contractors and/or other Facilities staff) and schedules work accordingly.

How is/are deadline(s) determined?

By priority and the supervisor.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The incumbent and the supervisor.

**4. Planning/Coordinating**

**#1 occasional** (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.


**#2 occasional** (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?




Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.



## 5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
<input type="checkbox"/>		Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	
X	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Organize and co ordinate outside contractors for specific projects for completion
X	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Direction of staff from supervisor to either explain or allocate work assignments.

X            The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.

Describes/demonstrates or instructs applicable trade and or College processes to staff and trades contractors to ensure work is performed in accordance with College standards and expectations

X            The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.

Coordinates Contractors and creates work plans and schedules for the various trades and stages of construction and refit projects in order to meet project completion deadlines. Allocates work to others, ensuring work is completed appropriately. Provides guidance to others in the completion of their tasks.

**6. Independence of Action**

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>The incumbent works independent of immediate supervision. Has freedom and authority in their role, prioritizing work, planning and completing tasks as required. Requests for work are basic: Incumbent carries forward to determine direct course of action.</p> <p>Generation of self work orders i.e. initiate own work orders Vague to none-                      Consultation with staff and faculty re:                      Job requirements                      Blue Prints, drawings, sketches                      Verbal instructions from Facilities Manager                      Email i.e. computer communications</p>	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
<ul style="list-style-type: none"> <li>- Facilities - Work orders</li> <li>- Other-Verbal request</li> <li>- Consultation with teams Facilities members</li> </ul> <p>Codes i.e. Fire, Building, Safety                      Sargent Hardware requirements</p>	

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Self-checked in most cases, review as required.</p> <p>Supervisor does not check job/work order completion</p> <p>Work is reviewed by discussion on a on going basis</p> <p>i.e. supervisors approval for budget spending for repairs</p> <p>Client, co-worker satisfaction</p> <p>Fire Department approval i.e. locks and hardware</p> <p>Building and Planning Dept. - codes and regulation</p>	

**6. Independence of Action**

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Working with other facilities staff on campus projects.</p>	

Describe the type of decisions that would be decided in consultation with the Supervisor.	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Work being performed requiring discussion due to the time factor, cost and safety</p> <p>Monetary decisions i.e. FRG Planning List</p> <p>Project plans and decisions i.e. Window replacements, roof, siding etc.</p> <p>Major safety issue/concerns</p>	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Inspects buildings daily, assesses/observes for work order repair requirements</p> <p>Maintenance procedures and plans.</p> <p>Designs and plans changes and renovations.</p> <p>Make decisions on progress to complete projects.</p> <p>Draft estimates frequently.</p> <p>Draw sketches.</p> <p>Required keys and locking adjustments for door closures and lock sets.</p> <p>Calculate for pinning of locks.</p>	

## 7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M, I)*
How is it received?	How is it carried out?		
Receives work orders which indicate problem i.e. lock does not function or urinal does not flush.	Follows work orders to investigate problem.	College Community	D
Receives specific direction from supervisor.	Follows direction through to completion of specific request.	College Community	W
Receives request to assist other campuses.	Follows through with request in going to specific campus.	College Community	I

Receives request to assist other facility staff.	Works with other facility staff to completion of task.	Facility Staff	W

\* D = Daily W = Weekly M = Monthly I = Infrequently

### 8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M, I)*
Exchanging routine information, extending common courtesy	Review concerns	Manager	D
	Nature of problems	Staff	D
	Price for materials, etc	Suppliers i.e. lumber, hardware	D
	Price jobs	Contractors	D
	On-site supervision of work information to do jobs	i.e. roofing, flooring, siding	D D
Explanation and interpretation of information or ideas	New projects	Supervisor	W
	Approval to proceed with quotes	Supervisor	
	Obtains best price for parts, equipment via quotes	Contractors, dealers and suppliers	W



Imparting technical information and advice	Specific projects involving renovations or plumbing repairs.	Faculty Supervisor Technicians	I W I
	Drywall or painting projects	Facilities Staff	W
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

\* D = Daily W = Weekly M = Monthly I = Infrequently

**9. Physical Effort**

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Walking	D	X			x		
Standing	D		X		X		
Lifting light weights	D	X			X		

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Lifting heavy weights	I	X			X		
Lifting medium weights (up to 2 hours per day)	D		X		X		

\* D = Daily W = Weekly M = Monthly I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

X Light (up to 5 kg or 11 lbs)

X Medium (between 5 to 20 kg or 11 to 44 lbs)

X Heavy (over 20 kg or 44 lbs)

Tools and supplies i.e. paint and wood
Step ladders, furniture and supplies i.e. sheets of ply wood and doors
Ladders and furniture i.e. cabinets

**10. Audio Visual Effort**

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (eg. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (eg. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Pinning/re-pinning of lock cylinder/fine carpentry	W	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <b>Radio calls</b> <input type="checkbox"/> No				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Trouble shooting	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <b>Radio calls</b> <input type="checkbox"/> No				

Activity #3	Frequency	Average Duration

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	(D, W, M, I)*	Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Estimates 35%	W		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <b>Radio calls</b> <input type="checkbox"/> No				

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## 11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D, W, M, I)*
<input type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)		
X accessing crawl spaces/confined spaces	Awkward locations i.e. confined, climbing ladders	W
<input type="checkbox"/> dealing with abusive people		
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
X difficult weather conditions	Heat i.e. outside temperature Cold i.e. shoveling snow, ice	w
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
X handling hazardous substances	Paints and varnishes	W
X smelly, dirty or noisy environment	Dirt (dust) drywall, sanding, fumes (paint and glue)	W
X travel	Inter campus travel and supply purchases	w
<input type="checkbox"/> working in isolated or crowded situations		

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<input type="checkbox"/> other (explain)		
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