



CAAT Job Evaluation System for Non-Bargaining Unit Employees

Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College's recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position's Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

1. POSITION IDENTIFICATION

Position Title:	Supervisor, Facilities Operations
Position Number:	TBD
Pay Band:	9
Location/Campus:	All College Sites
Division/Department:	Facilities Services & Support
Immediate Supervisor (title):	Manager, Capital Planning & Infrastructure
Date of JFS:	September 5, 2025
Last Evaluated:	September 9, 2025

Type of Position:

<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Part-Time Administrative
<input type="checkbox"/> Sessional Academic	<input type="checkbox"/> Part-Time Academic
<input type="checkbox"/> Part-Time Support	<input type="checkbox"/> Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent: _____ Date: _____

Recommended by:

Position's Manager: _____ Date: _____

Approved by:

Senior Manager: _____ Date: _____

POSITION SUMMARY

Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.

The Supervisor, Facilities Operations ensures that campus buildings and grounds serve the needs of students, employees, and all members of the community.

The Supervisor is responsible for the scheduling and supervision of Facilities staff performing maintenance, mechanical and electrical work; for the tracking and completion of all work orders and small project work related to these areas; and for providing input and guidance to the development of an effective preventative maintenance program.

The incumbent assigns work with a strong concern for safe and compliant practices for both staff and students and supports a Student Learning First environment.

KEY DUTIES

Provide a list of key duties under the heading below. Assign the percentage of time spent in each key area.

Operations and Work Order Management 50%

- Supports the daily operations of for all College facilities and sites utilizing various resources and tools primarily the Computerized Maintenance Management System(s) (CMMS) and other operational systems, to provide safe and healthy buildings and properties for students, staff, and community.
- Reviews work orders on an ongoing basis, consults with the Facilities Operations Officer daily to identify risks, priorities and coordination requirements. Utilizes CMMS identify completed items, in progress items, and problem items which may involve delays or significant costs. On a weekly basis generates KPI reports and reviews with Manager and Operations Officer.
- Based on Performance Analysis Metrics, makes changes within the processes to improve Key Performance Indicators.
- Identifies and brings forth recommendations for operational quality improvements in maintenance, housekeeping, and grounds care which streamline processes and support sustainable development, including energy management, waste management and the purchase of appropriate supply resources.
- Fleet management of vehicles and equipment ensuring that preventative maintenance is performed and managed effectively, increasing efficiencies, managing costs and reducing on-demand maintenance and/or replacement.
- Promotes and demonstrates effective collaboration with all college stakeholders and communities, ensuring that academic delivery and service to students is well supported by the Facilities Services & Support Department.
- Supervises a team of general maintenance, skilled/certified trades workers and seasonal student workers in the daily operations of college facilities.
- Responsible for scheduling staff to ensure completion of work within required deadlines; reviews and approves vacation and other absences and managing overall employee attendance records.
- Maintains accurate job position descriptions. Provides leadership with staff recruitment, coaching and performance evaluation. Ensures support staff receive professional development and required training.
- Ensures team workloads are effectively managed and regular staff reviews are completed and documented.
- Ensures awareness of collective agreements and consults Manager and HRC Consultants on matters pertaining to worker rights and responsibilities.
- Hires and manages outside contractors, as required.

- Provides backup coverage for Manager during absences or vacations and participates in a regular on call schedule.
- Responsible for ensuring safe work practices are followed by college staff and contractors through appropriate training, supervision of work, and directing the remediation of hazards in a proactive manner.

Preventative Maintenance

15%

- Creates preventative maintenance programs, by identifying work to be accomplished on a variety of equipment, the frequency requirements for various routines, and dates and particulars concerning completion of preventative maintenance work. Collaboratively with Operations Officer implements these programs with CMMS. Inspects work through daily walk-about across all campuses and in consultation with staff and contractors
- Ensures the successful execution of the preventive maintenance programs through effective resource management while ensuring projects remain within budget and optimizing operations and safety of buildings, sites and associated assets/equipment.
- Manages the execution of multiple assigned projects of varying magnitudes related to buildings, equipment, furnishings, grounds, vehicles and other physical resources; through effective resource allocation (internal staff vs contractors), identifying barriers, tracking progress and ensuring deadlines are met and deliverables are completed. Utilizes CMMS for project management
- Supports business plan development, analyses, reporting and recommendations to ensure compliance with district, provincial and federal regulations.
- Supports building automation and similar systems to ensure effective operations and monitoring

Contract Management

20%

- Schedules and supervises various contracted vendors to ensure scope execution within stated deadlines and requirements, performance manages and resolves any performance issues prior to escalation to Manager.
- Liaises with internal department managers and contracted service managers to ensure effective coordination with college projects.
- Contributes to the tender process with Purchasing to ensure sought after services meet operational objectives.

Administration

15 %

- Provides input in operational policies and procedures consistent with the College's overall Strategic plan, and that of the Facilities Services and Support Department.
- Assists with establishing, monitoring and control of related budgets for Facilities Services and Support Departments which will utilize the College resources dedicated to facilities in the most efficient and effective manner, and the monitoring of expenditures within the approved budgetary guidelines.
- Approves purchases within allowable thresholds. Reviews and approves staff reimbursements and visa card purchases.
- Attends meetings of both internal and external groups to further the understanding of college operations and to contribute expertise and information.
- Monitors operational performance through various reporting tools, in particular CMMS KPI's to ensure efficient and effective service delivery that meets the needs of the college and community.

TOTAL:

100%

1. COMPLEXITY – JUDGEMENT (DECISION MAKING)

Complexity refers to the **variety** and **relative difficulty** of **comprehending** and **critically analyzing** the material, information, situations and/or processes upon which decisions are based.

Judgment refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgment involves the application of the knowledge and experience expected of an individual performing the position.

Provide up to **three examples** of the most important and difficult decisions that an incumbent is typically required to make.

- The incumbent will be required to resolve technical questions such as investigating HVAC or other equipment failure and provide direction in consultation with the skilled trades workers. This may be a consideration of the business case to replace equipment instead of repairing equipment.
- Recommending investments. Assist FSS leadership with planning responsibilities including formulating strategic infrastructure renewal recommendations
- The incumbent is responsible for assigning tasks to Facilities staff. In doing so, the incumbent must consider the scope of the work, individual skillsets, workloads, priorities, etc.
- Coordination of emergency response efforts.

2. EDUCATION (to be completed by the College)

Education refers to the minimum level of formal education and/or the type of training or its equivalent that is required of an incumbent at the point of hire for the position. This may or may not match an incumbent's actual education or training.

Non-Post Secondary

☐ Partial Secondary School

☐ Secondary School Completion

Post Secondary

☐ 1-Year Certificate

☐ 4-Year Degree

☐ 2-Year Diploma

☐ Masters Degree

☒ 3-Year Diploma/Degree

☐ Post Graduate Degree

☐ Professional Designation

Specify: _____

☐ Other

Specify: _____

College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

Specify and describe any program specialty, certification or professional designation necessary to fulfil the requirements of the position.

- Construction Engineering Technology diploma, preferably with a credential as a Certified Engineering Technologist
OR
- Construction-related trades certificate
OR
- Certified Facility Manager (CFM), Facilities Management Professional (FMP) Certified Manager of Maintenance (CMM) or similar designation

Specify and describe any special skills or type of training necessary to fulfil the requirements of the position (e.g. computer software, client service skills, conflict resolution, operating equipment)

3. EXPERIENCE

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the point of hire into the position. This may or may not match the incumbent's actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College's recruitment requirements.

Experience required at the point of hire. Up to and including:

- | | |
|--|---|
| <input type="checkbox"/> 0 - no experience | <input checked="" type="checkbox"/> 4 years |
| <input type="checkbox"/> 3 months | <input type="checkbox"/> 5 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 18 months | <input type="checkbox"/> 11 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 13 years |
| <input type="checkbox"/> 3 years | <input type="checkbox"/> 15 years |
| | <input type="checkbox"/> 17 years |

Specify and describe any specialized type of work experience necessary to fulfil the requirements of the position.

- 4 years of supervisory experience in a unionized environment overseeing one or more of the following areas:
 - o facility management
 - o skilled trades
 - o contracted services
- Working knowledge of the Ontario Building, Electrical and Fire Codes.
- Full understanding of Occupational Health and Safety legislation.
- Demonstrated leadership, supervision, problem-solving and negotiating skills.
- Strong interpersonal, time-management, verbal, written and presentation skills.
- Working knowledge of facilities planning, processes, and procedures.
- Experience in facilitating conflict resolution.
- Experience with information technology infrastructure is an asset.
- Expertise in CMMS systems

4. INITIATIVE – INDEPENDENCE OF ACTION

Initiative – Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent has to **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in controls dictated by computer/management systems.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.

- Rectification of safety hazards. It is always necessary to advise Director of significant out of budget implications and to follow financial procedures; however, the manager must proceed with remediation measures to protect people and property.
- Determining the program of preventative maintenance, frequency issues, and technical requirements for best practice in maintaining equipment.
- Approving purchases within financial parameters given, in order to expedite repairs and overall work requirements in a timely fashion.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.

- Budgetary approval is required for expenditures that are outside planned budget and routine operational expenses.
- Disciplinary action by correspondence or meetings must be vetted with Human Resources and communicated to Manager, Capital Planning & Infrastructure.
- Changes to any policies/procedures which are corporate in nature require involvement of the Manager, Capital Planning & Infrastructure to ensure college-wide approaches where deemed appropriate.

Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.

- Ontario Building Code; Fire Code and Electrical Code
- Applicable ASHRAE standards such as Indoor Air Quality
- Computer applications include office 365, MS teams, Adobe Professional Software, Ebase, Internet/Website searching; One Drive, BAS Software
- OPSEU 351 Support Staff Collective agreement
- Sustainable Development /Environmental Policy
- Infrastructure & Facility Management Software
- TSSA Regulations
- AODA

5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgment** made by an incumbent, despite due care, could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgment.

Give up to three examples of the typical types of errors in judgment that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, effects on staff, students, clients or public.

1. Safety and corporate due diligence. A crucial role of the incumbent is to ensure due diligence respecting the presence and reporting of hazards which may be directly attributed to the neglect of physical resources, deferral of corrective measures, lack of processes to identify hazards in a proactive manner, lack of enforcement of adherence to safe methods/protection, etc. If hazards are not identified/reported/rectified, there are risks to the College such as injury to students/employees, charges being laid under Ontario Occupational Health and Safety Act, and/or the Criminal Code, C-45.
2. Various failures - power, water supply, HVAC failure, hazardous substance - may result in suspension of operations which is a large impact to the organization.
3. An inadequate response to project delays may place the delivery of curriculum at risk, which would potentially cause reputational damage to the College.

6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types, importance** and **intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the nature of the contact.

Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counseling.

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
			Occasional	Frequent
Internal to the College, e.g., students, staff, management, colleagues	Director, Facilities and Managers	General communication on operational decisions to gain agreement on a course of action in safety; budgets and to keep team members apprised.		X
	Dean, Chairs	Academic support needs, Land use concerns; Community impact of new procedures		X
	Safety Manager	Consult on health and safety matters.		X
	Students		X	

	Community	Advise on procedures, etc. such as operations, personal safety.	X	
	Housing Manager	Facility use issues, personal safety, custodial, housekeeping event set-ups. Repair of rooms, overall major maintenance		X
External to the College, e.g., business and industry representatives, suppliers, advisory committee members, staff at other colleges, government officials, and general public.	Professional Engineers, architects and tradespeople	Review project scope and provide direction and oversee work.		X
	Wholesalers/Dealers	Products, services such as digital controls, hardware, technology products		X
	Contracted services	External/ Internal Contractors, contract management, expectation and quality reviews		X

Occasional (O) **Contacts are made once in a while over a period of time.**
Frequent (F) **Contacts are made repeatedly and often over a period of time**

7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the degree and type of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

(/) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- ☐ Not responsible for supervising or providing guidance to anyone.
- ☐ Provides technical and/or functional guidance to staff and/or students.
- ☐ Instructs students and supervises various learning environments.
- ☐ Assigns and checks work of others doing similar work.
- ☒ Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- ☐ Manages the staff and operations of a program area/department.*
- ☐ Manages the staff and operations of a division/major department.*
- ☐ Manages the staff and operations of several divisions/major departments.*
- ☐ Acts as a consultant to College management.
- ☐ Other e.g., counselling, coaching. Please specify:

* Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.

Direct Reports: 10 Facilities and Trades staff
 Summer Student, if applicable (4 Months – May to September)

Indirect Reports: Contracted services

7b. SPAN OF CONTROL

Span of Control is complementary to Character of Supervision/Functional Guidance. Span of Control refers to the total number of staff for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

Enter the total number of full-time and full-time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.

Type of Staff	Number of Staff
Full-Time Staff	10
Non Full-Time Staff (FTE)*	TBD
Contract for Service**	varies
Total:	10

*** Fulltime Equivalency (FTE) conversions for non-fulltime staff are as follows:**

Academic Staff

Identify the total average annual teaching hours taught by all non-fulltime teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post-secondary teachers and 760 hours for non-post-secondary teachers.

Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

Administrative Staff

Identify the total average annual hours worked by non-fulltime administrative staff for which the position is accountable and divide by 1820 hours.

** Contract for Services

When considering “contracts for services”, review the nature of the contractual arrangements to determine the degree of “supervisory” responsibility the position has for contract employees. This could range from “no credit for supervising staff” when the contracting company takes full responsibility for all staffing issues to “prorated credit for supervising staff” when the position is required to handle the initial step(s) when contract staffing issues arise.

8. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Walking through buildings and grounds			X		
Lifting, carrying, pushing, and/or pulling; climbing and balancing; stooping, kneeling, crouching, and/or crawling; significant fine finger dexterity.	X				
The job is performed under some temperature extremes and under conditions with some exposure to risk of injury and/or illness.	X				
Touring active construction sites through various stages and weather conditions	X				

SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counseling, tasting, smelling etc.

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Driving to all college sites on a scheduled basis, regularly		X				I

Computer Applications			X			I
Review blueprints, technical drawings etc.	X					S

FREQUENCY:

Occasional:	Occurs once in a while, sporadically.
Moderate:	Occurs on a regular, ongoing basis for up to a quarter of the work period.
Considerable:	Occurs on a regular, ongoing basis for up to a half of the work period.
Extended:	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
Continuous:	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

DURATION:

Short:	Up to one hour at a time without the opportunity to change to another task or take a break.
Intermediate:	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
Long:	More than two hours at a time without the opportunity to change to another task or take a break.

9. WORKING CONDITIONS

Working conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

- Walks over uneven terrain to make inspections.
- Extensive walking to inspect buildings and sites.
- Squatting, stooping, kneeling to examine facilities and equipment.
- Works outside in varying weather conditions.
- Travels to other campuses and locations.
- Works in office conditions

Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Types of Activities that Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Attend the building during inclement weather conditions when general community is excused.	X		
Exterior reviews – grounds, rooftops, in extremes of weather	X		
Evening & Weekend work		X	

Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities that Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Tours around all areas of college and around machinery either noisy, dirty, potentially hazardous in order to examine problems		X	
Working at heights	X		

Frequency:

Occasional	Occurs once in a while, sporadically.
Frequent	Occurs regularly throughout the work period.
Continuous	Occurs regularly, on an ongoing basis, throughout most of the work period.

Additional Notes Pertaining to this Position:

By its nature the incumbent must attend the building during crisis situations involving various emergencies. Unpleasant or hazardous conditions may apply. 24-hour on call rotation is expected.