

Job Description

Job Title:	Residence Facility Coordinator
Department:	Housing and Residences
Reports To:	Manager, Maintenance and Security Services
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	November 29, 2016

Primary Purpose

The Residence Facility Coordinator is the key contact for all facility and security related issues within UW Residences. This role provides initial assessment for all issues arising within the UW Residences, and is responsible for coordinating and prioritizing the many details that go along with the daily operation of a residence facility. This position ensures that work orders are responded to in a timely and efficient manner and coordinates with all other appropriate stakeholders to ensure that the immediate and long term solutions are identified and resolved.

Key Accountabilities

Evaluation and Assessment

- First point of contact when issues/concerns arise relating to UW Residence facilities, including safety/security issues.
- Responsible for addressing and triaging all reported facility issues; which includes investigating and assessing risk as necessary, occurrence documentation and communicating suggested courses of action based on proficiency and historical/community knowledge.
- Collaborate with appropriate service from other departments on campus/contract companies to coordinate short term and long term solutions to reported issues.

Operations Management: Maintenance

- Responsible for administration of the department's work order system, HoME (Housing Management Enterprise) including data accuracy and integrity, coordination of program updates, database management, and working toward continuous improvement.
- Track workflow of work orders and requests, utilizing data to ensure services are completed in a timely manner; reviewing data for pattern and trend analysis, and other metrics as appropriate.
- Understand the key systems and manage access control (hard key and electronic access) at ground level.

Analysis and planning

- Responsible for planning out the cyclical tasks associated with maintenance processes such as EOT/SOT, December lockdown, Move In, and regular maintenance projects.
- Assist with the unit's spring term plan to accommodate preventative maintenance needs in conjunction with other unit initiatives (spring term cleaning, capital plans, move outs, allocations, etc)
- Analyze trends from breakdowns, room condition cards and make recommendations for preventative measures for known and anticipated issues to the manager/RFMT.

Customer Service

- Provide excellent customer service to all stakeholders (including students and staff), often during more urgent facility issues matters that require quick/concise communication as new information promptly develops.

Job Description



- Ensure timely response and follow through to make sure issues are resolved to client satisfaction.
- Work closely with other Housing and Operations teams to ensure collaboration, sharing of best practices, and identification of new improvements and efficiencies while minimizing the impact on students.
- Initiates and manages all incoming and outgoing communication related to facility updates/repairs, including follow up on work orders, occurrence report/inspection documentation, collaboration of services, with all stakeholders impacted.
- Elevate customer service by creating and maintaining service memos, providing communication of immediate shutdowns and changes in services, email responses, qualifying issues etc.

Fiscal Management

- Ensuring the residence facilities and the services within are well preserved and replacements/repairs are planned and coordinated with those impacted.
- Provides input to the budget for future considerations from relevant data resources.
- Responsible for all fiscal transactions and decisions with work/repairs/replacements up to 300K per community.
- Works with Purchasing Department to order replacement appliances and to work through new service agreements or requests for new quotes/purchase when required.

Operations Management: Safety and Security

- Responsible for management of all key related functions, including audits, permit and lockbox administration.
- Attends scheduled safety walks (two per year). Responsible to satisfy all required departmental safety initiatives including administering inspections, hazard reports or implementing work orders/reviews as a direct result of the safety walks/audits.
- Responsible for assisting with planning, developing and implementing new safety/security processes as they become relevant to facility needs.
- Participate in the creation of emergency/security plans in consultation with the Assistant Manager

Required Qualifications

Education

- College Diploma in Office Administration, Business Administration or related discipline or equivalent combination of education and/or experience required.
- Valid class G driver's license with a good driving record; must be insurable.

Experience

- Minimum of 1 year experience performing duties related to the above mentioned key accountabilities in an office work environment.
- Demonstrated experience with customer relations, record keeping, facilities management, purchasing and/or scheduling work management.
- Experience using HoME or other work order systems.

Knowledge/Skills/Abilities

- Working knowledge of facilities maintenance and operations and/or Residence/Student life background and knowledge of the UW community and culture a definite asset.
- Demonstrated ability to work in a fast paced environment.
- Proficiency in Microsoft Office software to include Word, Excel, PowerPoint and the Internet.

Nature and Scope

- **Contacts:** Excellent Customer Service Skills. Ability to negotiate and administer contracts. Strong interpersonal skills, including an ability to analyze and solve problems. Ability to establish and maintain

professional working relationships with staff and students. Ability to interact with diverse stakeholders internally and externally, such as Watcard Office, Safety Office, Police, Procurement, Residence Life, contract companies and students. Ability to effectively communicate with a variety of stakeholders both verbally and in writing, including the delivery of presentations.

- **Level of Responsibility:** General knowledge of office management techniques. Working knowledge of facilities maintenance and operations. Demonstrated ability in integrated logistical planning of facilities-related projects. Skill in planning and coordination of complex assignments and projects across multiple organizational units. Ownership of issues and the need to follow through on resolution to full customer satisfaction. Ability to organize workflow and coordinate activities within the office and other departments. Ability to interpret policy and procedures established by the university, including knowledge of contract documents, specifications, compliance and product/service quality. Proven ability to work as a team member, but also make effective independent decisions and follow through on assignments.
- **Decision-Making Authority:** Emergency situations will require quick decision making and risk assessment. The ability to make decisions quickly and provide continued communication and support with affected Residence Life/students is a must. This role is often provided with firsthand information that can often disturb student's welfare within their home and is expected to make educated decisions/recommendations to meet each resident's needs.
- **Physical and Sensory Demands:** Need to multitask and be able to juggle a number of projects/issues simultaneously. Strong attention to detail required. The ability to perform specialized technical work involving data collection, data analysis evaluation and troubleshooting. The ability to work under pressure and handle stressful situations quickly is required.
- **Working Environment:** This role is office based, with some need to attend to resident rooms/building tours to qualify issues for minor repair.