

JOB POSTING

POSTING NUMBER: 2017-018

POSITION: **Assistant Manager, Facilities Services (full-time)**
Days of work will be Sunday to Thursday or Tuesday to Saturday – required to work either Saturday or Sunday

PAY RATE: Non-Union Level 5 (\$49,103 - \$63,133)
Group Benefits and RRSP Plan

POSTING DATE: March 10, 2017

CLOSING DATE: Send your resume, quoting posting number **2017-018** to hrrecruitment@shepherdsogoodhope.com no later than **4:00 p.m.** on **March 20, 2017**. Internal candidates will be given first consideration, prior to external applicants.

RESPONSIBILITIES

The Assistant Manager, Facilities Services reports to the Manager, Facilities Services and works directly with housekeeping and maintenance staff, to support all Shepherds of Good Hope (SGH) facilities. Leadership, attention to detail, problem-solving skills and decisiveness are critical for success in this role.

Housekeeping Services – The successful candidate will be responsible for the scheduling, supervision and control of cleaning services and materials for all facilities. This includes leading and training staff responsible for the cleaning of client guest rooms/dorms, common areas, office areas, food service areas, laundry services and grounds.

- Ensure housekeeping services is staffed as necessary with qualified persons;
- Ensure that staff are coached and trained to perform their duties effectively;
- Ensure that all facilities are serviced and cleaned daily, by reviewing checklist;
- Ensure that adequate supplies, cleaning materials and clean linens are available;
- Perform quality assurance inspections to ensure cleaning activities meet identified standards;
- Ensure effective communications at staff meetings and with other departments;
- Ensure that rooms are checked regularly for repairs and refurbishing and that deficiencies are reported;
- Conduct annual performance appraisals for housekeeping employees;
- Prepare and submit all information necessary for budgeting purposes; and
- Liaise with the management team to notify them of any emergency concerns.

Maintenance – The successful candidate will provide support to the Manager, Facilities Services and maintenance services with daily scheduling, task tracking, reporting and inventory management while ensuring that all facility equipment is properly maintained.

- Evaluate incoming work notifications, generate and prioritize work orders as required;
- Ensure all maintenance work is captured on work orders and entered into the Computerized Maintenance Management System (CMMS);
- Ensure completion of all scheduled work orders;
- Track, maintain and report KPI's for both housekeeping and maintenance; and
- Provide backup for the Manager, Facilities Services as required.

QUALIFICATIONS

- Post-secondary education in a related field, with 3 to 5 years of supervisory experience in a unionized environment;
- Ability to work in a 24 hour/7 day environment;
- Familiar with the concept of world class cleaning and best practices maintenance;
- Conversant in preventive and predictive maintenance and housekeeping tactics;
- Experience with Microsoft Office, Visio and Computerized Maintenance Management System (CMMS) such as SAP-PM;
- Knowledge of the Occupational Health and Safety Act and regulations;
- Experience directing and working with contractors;
- Attention to detail, ability to troubleshoot, demonstrated organizational skills, communication and interpersonal skills;
- Able to respond to after-hours emergencies as required;
- Must possess a valid driver's license and provide a Police Record Check satisfactory to Shepherds of Good Hope.

Shepherds of Good Hope is committed to being responsive to the diverse needs of our clients, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process, so that we can make every effort to meet your needs.