



MUNICIPALITY OF MIDDLESEX CENTRE

Facility Services Supervisor

The Municipality of Middlesex Centre is a growing municipality of approximately 18,000 people in the County of Middlesex and located to the north and west of the City of London. The Municipality is seeking a qualified individual to join our Community Services Department for the position of Facilities Services Supervisor.

Position Summary

The Facilities Services Supervisor is a working supervisor, responsible for all aspects of Facility Operations in the Community Services Department. Responsible for the direct supervision, scheduling and training of facility staff. Acts as a liaison between the Director of Community Services, and user groups. Assists the Director in development and implementation of the departmental capital and operating budgets; using their knowledge of the facilities and equipment under his/her care.

The successful candidate will work 40 hours per week Monday to Friday. Shifts may range outside normal operating hours including nights and weekends as required.

Minimum Qualifications

- Post-secondary college diploma (2 year program) in Recreation & Leisure Administration and/or Facility Operations
- Basic Refrigeration Certificate through the Ontario Recreation Facilities Association (ORFA)
- Certified Ice Technician (CIT) through the ORFA
- Minimum of a valid Ontario class G driver's license

A detailed job description for the position is available on our website www.middlesexcentre.on.ca.

Salary range for 2018 is \$34.77 to \$40.67 per hour with a 40-hour work week. This position may be required to work extended hours as required.

To apply for this position, please submit a resume outlining qualifications and experience no later than 2:00 p.m. on Monday September 24, 2018 to:

Scott Mairs
Director, Community Services
Municipality of Middlesex Centre
10227 Ilderton Road, RR2
Ilderton, ON N0M 2A0
mairs@middlesexcentre.on.ca
Fax 519-666-0271

Middlesex Centre is an equal opportunity employer and is committed to inclusive, barrier-free recruitment and selection processes and work environments. Please advise us of any accommodations needed to ensure your access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for candidate selection purposes only.



Position Synopsis and Purpose

The Facilities Services Supervisor is a working supervisor, responsible for all aspects of Facility Operations in the Community Services Department. Responsible for the direct supervision, scheduling and training of facility staff. Acts as a liaison between the Director of Community Services, and user groups. Assists the Director in development and implementation of the departmental capital and operating budgets; using their knowledge of the facilities and equipment under his/her care.



Department	Approx. Time Spent (%)
<p>Department Administration</p> <ul style="list-style-type: none"> • Responsible for the day-to-day supervision and maintenance of all Community Services Facilities including, Arenas, Community Centres, Leasehold Properties & Fire Halls • May act as the Director's representative regarding recreation and leisure matters and assists in planning, development and implementation of Community Services initiatives • Administers, coordinates and directs the ongoing activities of the Facilities Services Division by delegating and assigning work to staff ensuring the maximum utilization of human resources while monitoring and evaluating individual staff performance • Provides ongoing technical training to staff on safe and effective equipment use and job practices, ensuring that all Health & Safety requirements are being met • Continous evaluation of facilities to ensure risk and liability issues are being addressed • Acts with limited to no supervision in making day to day decisions • Develops goals and objectives for their section consistent with the department and corporate strategic plans • Act as Project Manager for facility related operational and capital projects ensuring their successful completion and adherence to budget 	65%
<p>Budget Preparation & Monitoring</p>	15%

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Assists the Director with the preparation of the annual operating, equipment and capital budgets by providing project lists and costs based on the facilities condition and operational needs • Regularly monitors expenditures in relevant budget areas, making adjustments in spending as needed to comply with budget targets • Oversees the materials purchasing, staffing costs and energy consumption to find new efficiencies and optimize facility performance and lower operating costs • Assists in the development of annual rates and fees for facility rentals 	
<p>Community Outreach</p> <ul style="list-style-type: none"> • Works and communicates directly with various organizations and user groups such as minor hockey in the delivery of services • Often acts as the initial contact for the municipality with current and potential facility user groups; serving as the primary contact for users groups in matters regarding facility maintenance and operations • Liaises with internal stakeholders such as Municipal Staff, Library, YMCA and tenants to ensure facilities are performing to their service needs • Assists the Director in liaising with the Community Services Advisory Committee 	10%
<p>Department Leadership</p> <ul style="list-style-type: none"> • Assists in development and implementation of various policies & procedures related to the Community Services Department • Serves as a resource to the Departmental Director in making management decisions; by monitoring the performance of staff and facilities, recommending changes to policies and procedures • Develops an operational strategy for the next operating season inline with the strategic plan 	10%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Minimum Qualifications

Education (degree/diploma/certifications)

- Post-secondary college diploma (2 year program) in Recreation & Leisure Administration and/or Facility Operations
- Basic Refrigeration Certificate through the Ontario Recreation Facilities Association (ORFA)
- Certified Ice Technician (CIT) through the ORFA
- Minimum of a valid Ontario class G driver's license

Experience

- Minimum 7 years progressive experience in recreation/facility operations including supervisory, maintenance and repair experience.
- Public relations experience when dealing with the public and/or contractors
- Experience developing and managing budgets

Knowledge/Skill/Ability

- Strong technical knowledge within Facility Operations including HVAC, Air Conditioning and Refrigeration, Building Controls, Electrical Systems, Plumbing and Energy Management
- Knowledge of all legislative requirements found in Facility Operations
- Strong leadership, organizational, interpersonal relations, oral and written communication skills
- Ability to work with elected and non-elected officials and staff at various levels
- Computer literacy utilizing the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and the ability to work within Building Automation Systems, Work Order Ticketing System and Payroll Software
- Have sound judgement and ability to competently represent the Municipality as a professional



Preferred Qualifications

Education (degree/diploma/certifications)

- Post-secondary college diploma (2 year program) in either Recreation & Leisure Administration, Facility Operations or a related field of study
- Basic Refrigeration Certificate through ORFA
- Certified Ice Technician (CIT)
- Standard First Aid & CPR/AED
- Building Environmental Systems Certificate
- Project Management Professional Designation (PMP)



Work Setting

Contacts

Frequency Legend	
Constant – every day for most of the day	Occasional – bi-weekly to monthly
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
Council	Occasional	Interaction in regards to citizen concerns directed through council members
MP's & MPP's	Rare	May interact in regards to provincial events being held in facilities.
Media	Rare	May in the absence of the Director act as a media spokesperson.
Human Resources	Regular	Interaction and support for staff (hiring, illness, performance, attendance...)
Senior Leadership Team	Occasional	May act as the Director's representative in their absence.
Staff Meetings	Regular	Interaction, information sharing, problem identification and problem solving...
Department Directors	Regular	Collaboration and problem solving on inter-department projects.
Corporate Committees	Regular	Interaction and collaboration on joint projects/initiatives.

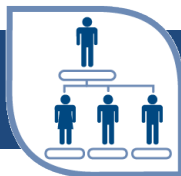
Work Conditions

Approximately 40% of this position's time will be spent in the office, attending meetings and performing core functions, while the balance 60% will be spent out of the office during normal working hours attending project specific site meetings, meeting with residents/consultants/contractors, preparing/coordinating and directing field operational staff in accordance with best industry practices and applicable laws, legislation and regulation. Frequent meetings with internal/external municipal staff as well as clients, customer, and stakeholders required. Interactions are generally courteous and collaborative. Normal hours of work are 40 hours per week, Monday to Friday. Some alternating evening and/or weekend work may be required. This position requires the individual to be on call 24/7.



Corporate Values

- **Openness** – Middlesex Centre is a large and diverse community. In order to respect this diversity, constant and respectful communication between community members is necessary.
- **Cooperation** – Middlesex Centre is a growing municipality. The council and citizens must work together to ensure that their community grows into the place they want it to be.
- **Trust** – The trust between community members is what makes Middlesex centre an inclusive community. Community trust is built through sensible planning, reliable service and public engagement.
- **Respect** – The residents of Middlesex Centre come from diverse backgrounds. It is only through respect for the varied backgrounds and experiences of residents that common ground can be achieved.
- **Tradition** – As a diverse municipality, Middlesex Centre is home to many proud histories and varied traditions. The actions of community must value those existing traditions while continuing to forge new traditions moving forward.
- **Innovation** – Middlesex Centre must be a community which embraces changes. It must remain open to all ideas to become a flexible, progressive municipality which can successfully anticipate and adapt to changing conditions.



Position Classification

Position Title: Facility Services Supervisor	Division: Facilities
Department: Community Services	Classification: Non Union
Branch:	Reports to (Direct): Director of Community Services
Position(s) Supervised Directly: Lead Hand, Operations (6 months), Facility Operators, Housekeepers, Facility Attendants & Community Centre Caretakers	Position(s) Supervised (Indirectly): Customer Service Representatives, Concession Staff, Park Attendants
Effective Date: June 1, 2017	Revision Date:
Equivalency Code: N/A	Hours per week: 40