

1. IDENTIFICATION

Position No. 14-various	Job Title Facility Manager	Supervisor's Position Regional Facility Manager	
Department Community and Government Services	Division/Region Infrastructure / See Appendix	Community See Appendix	Location CGS Office
Fin. Code: See Appendix			

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>Responsible for supporting the delivery of the Facility Management Program within the specified region while servicing the Government of Nunavut (GN) inventory of owned and leased facilities in a safe, efficient, and economical manner. The position manages the delegated human, financial, material and contracted resources in accordance with the Nunavut Land Claims Agreement, established GN Acts, regulations, guidelines and policies as well as the Collective Agreement within the defined scope of the Facility Management Program.</p> <p>As the leader of a team of technical experts, the incumbent works to maximize the quality of facilities and the built works environment by managing the resources dedicated to maintaining the supporting systems and minimizing service interruptions with consideration for life safety, work priority, resource limitations and total life cycle cost. Through the course of planning and executing the work, the incumbent emphasizes safety, team effectiveness, client satisfaction and quality.</p>

3. SCOPE

<p>Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?</p> <p>This position is responsible for program delivery of assigned communities in the Baffin, Kivalliq and Kitikmeot Region in a political, social, and cross-cultural setting.</p> <p>The position oversees a multi-disciplinary group consisting of a team of technical experts. (See Organizational Chart)</p> <p>The position impacts the efficiency of the GN by ensuring the integrity of the facilities and built works environment that directly supports the services provided by other departments as well as all Nunavummiut within the designated area. Failure to identify facility issues and take preventive measures can result in a safety hazard, reduced occupant comfort, costly repairs and the interruption of service to other government departments and the public.</p>

The position supports the Regional Facility Manager (RFM) with respect to the management of a \$5 million to \$10 million annual building maintenance budget to operate, maintain and protect a portfolio of assets with a value of \$250 million to \$500 million. The position monitors actual expenditure with respect to planned cost. The position further supports the Regional Facility Manager with respect to program development in setting, monitoring, and interpreting standards and performance criteria for buildings.

The position impacts all GN programs by supporting the delivery of the Facility Management Program which services all GN owned and leased facilities. Failure to deliver an effective Facility Management Program can result in building closure and GN program service interruption. GN staff productivity levels are related directly to the condition of the built environment. Service interruptions can reduce productivity to zero. Reduction in building occupant productivity levels greatly hinders the ability to deliver government programs and thus impact the public. Ensuring an operational, safe and comfortable environment for building occupants is integral to GN program delivery.

The position assists in the development of a strategy for the delivery of Facility Management services supporting a range of government programs with consideration for northern and local employment and economic development by setting priorities and selecting appropriate service delivery mechanisms, scheduling and assigning specific work to staff. The position applies program and project management principles and evaluates employee and contractor performance on a regular basis with respect to planned budgets and schedules. The position is responsible for the management of multiple contracts and numerous concurrent projects while simultaneously maintaining relationships with clients, managing staff and responding to incidents as and when they occur.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Advises in the development and revision of policies, standards, systems and procedures with respect to facility management in accordance with best practices and the priorities and objectives of the GN by:

- Supporting the Regional Facility Manager in the formulation and development of a facility management strategy to guide the GN's capital investments and ongoing building operating and maintenance expenditures.
- Advising in the development and revision of GN and departmental policies, standards, systems and procedures to govern facility management.
- Monitoring the regional implementation of these policies, standards, systems and procedures to ensure adherence, while recommending and implementing actions to achieve compliance.

- Contributing and participating as a working group member supporting the territorial Facility Management Committee and Working Groups to ensure that regional implementation is consistent with that of the whole territory.

Supports the Regional Facility Manager (RFM) in the planning and managing of the Facility Management Program for all GN buildings, works and equipment in accordance with the Facility Management Guide to ensure efficient and effective delivery by:

- Assisting in the planning and managing of the Facility Management Program within the government allocated budget based on the Maintenance Management System and the scope of the Facility Management Program.
- Identifying the most effective means of program delivery using a combination of internal resources, contracted services and alternative service delivery mechanisms.
- Monitoring and evaluating program performance by comparing expected outcomes, schedules and budgets with actual achievements.
- Identifying and acquiring additional resources as required fulfilling current and forecasted program needs through the process of an annual program review.
- Directing Facility Management staff in inventory control, ordering of materials and preparation of barge/sea-lift orders.

Supports the Regional Facility Manager (RFM) in the development and administration of budgets to ensure adequate funds are available to keep Government property in a good state of repair:

- Preparing an annual work plan that addresses all Maintenance Management System requirements for maintenance, all priority programs as set by the Regional Facility Manager and all maintenance upgrade work identified by annual inspections.
- Monitoring current year expenditures against past year performance to identify trends in maintenance, and adjusting activities as required to year-end.
- Analysing past expenditures and Maintenance Management System data from previous years to identify trends in maintenance, and adjusting maintenance programs to address areas of repeated breakdowns as well as assets with less than average maintenance.
- Reviewing and approving commitments against the budget and recommending approval where spending authority requirements will be exceeded.
- Checking financial records and operations files to ensure that programs are acting in accordance with accepted Government procedures.

Ensures that buildings included in the Facility Management Program within the allocated budget are operated and maintained in an efficient and effective manner by:

- Scheduling the workforce requirement through full time employees, casual labour, contractors and alternative service delivery mechanisms.
- Developing an annual work-plan through inspections and requests from a building user or client department, based on asset inventory and MMS standards.
- Coordinating incoming work order requests for trade assignment, activity code, priority for completion and resource assignment.
- Identifying and diagnosing defects or deficiencies while pinpointing required repairs and maintenance.
- Ensuring that all required work is completed in a skilful manner and complies with plans, specifications, good practise and codes.
- Coordination of Asset Management responses in emergency situation.

- Reviewing and recommending updates to existing MMS activities as outlined in the MMS Standard with respect to outcomes.
- Schedule and conduct on site, semi-annual inspections for all GN assets within assigned areas of responsibility.
- Scheduling Preventive Maintenance Work for completion.
- Performing periodic audits to verify work completed, the associated expenditure involved and that the related documentation is in place.
- Conducting periodic meetings with clients to ensure quality maintenance is being performed and completed according to schedule.
- Finding evidence-based solutions to problems of a re-occurring nature through investigation and research and the application of systematic elimination processes.

Human Resource functions:

- Managing community maintainer supervisor staff and subordinates;
- Develop annual work plans in conjunction with direct reports;
- Assist direct reports with the development of work plans for their staff;
- Identify training requirements for staff and develop short, medium and longer term education and training plans for staff to meet job competencies;
- Draft “Annual Performance Reviews” of all staff under direct supervision along with recommending progressive discipline;
- Schedule and monitor safety procedures, practises and training.

Ensures that all program activities are recorded in accordance with associated legislation, procedures, guidelines and best practices by:

- Establishing, implementing and monitoring a records management system to properly document all program activities.
- Ensuring that all Facility Management activities and expenditures are recorded by asset and MMS activity in a centralized Computerized Maintenance Management System (CMMS).
- Ensuring that all utility consumption and the associated expenditures are tracked in a centralized CMMS.
- Coordinating with Manager of Real Property and Assets to ensure that asset inventory is current and updated to reflect new assets and the condition of the existing portfolio.

Develops and administers Operations and Maintenance contracts by:

- Determining O&M work requirements through the annual work-plan per facility suitable for delivery through contracted services.
- Identifying funds required to initiate contracts.
- Developing a scope of work for tenders.
- Recommending awarding of contracts to a successful bidder for O&M building maintenance and repairs.
- Supervising and co-ordinating contract maintenance on a daily basis to maintain efficient operation of facilities and to minimize client disruption of services.
- Monitoring the contract budget and maintaining expenditure control as per F.A.M. directives.
- Reviewing invoice submissions and preparing for payment approval in accordance to F.A.M. directives.

Advises and supports the Project Management Division at the Regional and Headquarters levels on the plan reviews of new Capital assets by:

- Providing advice and input on facility management issues for new capital projects to ensure that the full scope and impact of the project is reflected in the business case.
- Reviewing designs, drawings and specifications to ensure Standards of Acceptance of materials are met for efficiency and making recommendations on any changes required and that identified O&M budgets as stated in the business case are appropriate.
- Assisting with project inspections at determined intervals.

Plans and participates in actions to inform and educate others (clients, consultants, community groups and agencies) with respect to the Facility Management Program experience, knowledge and advice available by:

- Facilitating annual workshops for regional staff and other interested parties.
- Meetings with community leaders or staff during visits made to evaluate facilities or as a separate item.
- Chairing, attending and participating in meetings or work sessions with groups or individuals in response to specific requests or at own initiative as deemed necessary.

In the event of an incident or emergency, assumes the role of project manager by:

- Mitigating asset and program harm by taking charge, stopping the cause, limiting damages and ensuring safety of personnel, recognizing what happens in the first hour is critical. Cost is a secondary concern.
- Planning and organizing, researching what will need to be done, consulting with the appropriate expertise and treating as a project.
- Implementing and monitoring the restoration project which must have a defined, itemized scope of work (work breakdown structure) with fixed start and finish dates. Consider loss mitigation, coordination procedures and completion.
- Closing out the restoration, obtaining certifications of compliance with predetermined goals.
- Recovering costs of damages if appropriate, in terms of liability.

On-Call and Stand-by Work is a mandatory function of the position and is based on a predetermined schedule established as a function of the organizational need with respect to the resource levels available, the applicable employment agreements and policies.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Contextual knowledge requirement:

- Knowledge of estimating practices;
- Knowledge of technical principals, code compliance, regulations, and policies related to

building planning, design and construction;

- Knowledge of contract/construction costs and professional responsibilities;
- Knowledge of project management, operations & maintenance roles and responsibilities;
- Knowledge of consultation, including cross cultural consultation, process and techniques
- Knowledge of the theories, principles, practices, methods and techniques of financial and human resources management.
- Knowledge of Computerized Maintenance Management System (CMMS).

Skills and Abilities:

- Ability to supervise and manage staff;
- Ability to work independently;
- Ability to manage remote site locational work;
- Ability to analyse and interpret technical, operation and maintenance cost data;
- Ability to understand and interpret building drawings and specifications;
- Ability to interpret electronic versions of drawings;
- Ability to research, analyse and recommend products and systems;
- Analytical and decision making skills;
- Ability to find/validate facts to evaluate criteria, to develop and select options, to determine methodologies in setting or modifying standards

Facilitating and Negotiating:

- To resolve differences in technical options or opinions and recommendations between staff, staff and consultants, and consultants and contractors in a timely and appropriate manner;

Professional/Technical Knowledge:

- To provide guidance for the development and evaluation of designs and design standards;
- To evaluate technical information, opinions, proposals, and to make recommendations or decisions.

Organizational Ability:

- To assign and balance workload for staff within the confines of a busy work environment;
- To plan for, and react to, changes within the GN;
- To manage special assignments that will mean balancing priorities and staff assignments with limited resources.

Conceptual and Communication Skills:

- To understand and differentiate various concepts, both verbal and graphic;
- To communicate concepts, ideas, instructions, and to recognize and rectify miscommunications.

Judgement:

- Prioritize activities according to the value of results achievable while recognizing the constraints of the technical aspects, political environment and limits of available resources.

Assets:

- 3 years of direct experience related to cold climate construction;
- 3 years working within a cross-cultural environment;
- Fluency in Inuktitut

Qualification requirements:

Typically, the knowledge, skills and abilities required for the position would be attained through:

- A diploma from a recognized post-secondary institution in building related technology or related field with certification as a Facilities Manager;
- A minimum of 4 (four) years related work experience as part of a project team involved in building or works design, facilities management, operations and maintenance or project delivery involved in facilities management, building operations and maintenance, of which should include 2 (two) years experience supervising trades and technical staff;
- Experience with a variety of building types, sizes or municipal works;
- Class 5 Driver's License;
- Equivalencies consisting of an acceptable combination of education and experience may be considered.

The duties of this position require access GN offices, buildings, medical facilities and schools that involve periodic interaction with children and youth. Submission of a satisfactory vulnerable sector check is a requirement for this position. The position is deemed highly sensitive under Directive 517 of the GN Human Resources Manual.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- A large portion of the time spent in front of the computer can cause neck, back, and eyestrain, including carpal tunnel syndrome within the wrists. Although a majority of the time for this position is spent on the computer, there is ample opportunity for the incumbent to get up and move around the office.
- Travel is almost entirely by air and sometimes on small aircraft in adverse flying conditions and for extended periods of time.
- The incumbent usually controls when and how often travel to construction sites is required.
- Accommodation in the communities is simple, sometime lacking in the usual "hotel type" amenities and privacy.
- Carrying equipment and performing tests that require a level of physical strength is required.

- Travel by foot in harsh climatic conditions, such as deep snow, icy roads and wet, muddy areas are a normal occurrence. This, combined with cold and high winds, may make a short walk very dangerous.
- Inspection duties will require that construction sites be visited in person. Hazards inherent in such sites must be recognized, along with following the proper procedures for safe site visits.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

- The position must work in varying climatic conditions. Extreme cold and windy conditions must be taken in consideration and may require several layers of clothing, which may make movement difficult, inhibiting the use of some tools and requiring that extra precautions be taken to prevent frostbite.
- Toxic fumes, hazardous chemicals, hazardous materials maybe encountered at any inspection site.
- Loud noises, heavy equipment and other hazards are frequently encountered.
- In many hotels the dietary choices are limited and choice of meals is not available.
- Insects, dogs and other dangerous animals could be encountered.
- Unfavourable working conditions for extended periods in environments that may be excessively hot or cold, loud, dark, poorly ventilated, noxious, malodorous, confined and requiring the use of personal protective equipment may be required.
- The position must work at heights on ladders, platforms, roofs and other areas requiring the use of fall arrest equipment.
- Frequent winter storms and summer fog delays many airlines schedules, which may strand a traveler for extended periods.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgments to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

- Loud noises on sites may make hearing difficult, requiring the use of protective equipment, hindering clear communication. The position must ensure clear communication at all times to guarantee personal safety and the safety of others.
- The position must be aware of the potential presence of particulates and gases, some of which are invisible and odourless, their characteristics and the preventive measures that must be taken to ensure personal safety and the safety of others.
- The position must be able to quickly judge an environment and determine the level of precaution and the associated safety measures that must be taken before commencing work.

- Excellent perception inclusive of the ability to judge space and distance, along with coordination, balance and agility is required to carry out duties and ensure personal safety and the safety of others.
- The ability to identify facility and system problems for resolution through systematic observation using all of the senses is essential.
- The ability to read the expressions, body language and tone of others while interacting through the course of work is essential to client relations. The ability to use persuasion and tact while presenting a professional approach is required.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

- On a daily basis, the position must deal with contractors and the public in a regulatory and enforcement manner, where at times confrontational situations may develop resulting in high levels of stress.
- Decisions made in enforcing the Codes and Regulations may have a serious impact financially on contractors and building owners. This may lead to confrontations that are threatening and the possibility of physical and verbal threats are frequent.
- There is mental emotional stress associated with meeting difficult schedules that are imposed by others and established by conditions that are beyond personal control such as, changing political direction, extreme weather conditions, work remoteness and limited shipping schedules.
- The position must manage a program and set priorities in which operational costs generally exceed available budgets, resulting in a need to manage client expectations.
- The position is one of only a few technically trained people in the community, with extensive access and control to government assets and must endure and resist pressures from the community to respond to issues outside of the program mandate.
- The position must exercise discretion in responding to requests for service and/or materials.
- The position works for extended periods during regular hours and on-call after hours for extended periods without relief or back-up.
- The position sometimes has only implied authority in many matters and must receive approvals prior to proceeding with work. This can cause stress when dealing directly with demanding clients.
- The position is required to work with casual staff with varying degrees of knowledge, skill and ability which may lead to feelings of frustration which must be appropriately managed.
- On-Call and Stand-by work can result in periods of sleep deprivation which can have physical and mental effects.

7. CERTIFICATION

Employee Signature	Supervisor Title
Printed Name	Supervisor Signature
Date:	Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
Deputy Head Signature	
Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.

APPENDIX

Position #	Supervisor #	Region	Location	Financial Coding
14-03414	14-03436	Kivalliq	Rankin Inlet	14715-01-3-320-1406000-01
14-03400	14-03436	Kivalliq	Rankin Inlet	14715-01-3-320-1406000-01
14-14913	14-03436	Kivalliq	Rankin Inlet	14715-01-3-320-1406000-01
14-00619	14-03497	Kitikmeot	Cambridge Bay	14715-01-4-410-1406000-01
14-03182	14-03497	Kitikmeot	Cambridge Bay	14715-01-4-410-1406000-01
14-03370	14-10697	Qikiqtaaluk	Pond Inlet	14715-01-2-255-1406000-01
14-03371	14-10697	Qikiqtaaluk	Pond Inlet	14715-01-2-255-1406000-01