



## JOB DESCRIPTION

<b>JOB TITLE</b>	Maintenance Officer
<b>DEPARTMENT / PROGRAM AREA</b>	Housing Operations (NDHC)
<b>REPORTING TO</b>	Supervisor, Corporate Assets
<b>EFFECTIVE DATE</b>	March 2022
<b>SALARY</b>	Band 11

### JOB SUMMARY

Under the direct supervision of the Corporate Assets Supervisor, with indirect supervision for purchasing activities under the Contract and Purchasing Specialist, the position will effectively manage and coordinate the capital asset management system of a housing portfolio, of at least 831 residential units as well as six commercial units.

This includes; the development and delivery of a capital management plan to ensure the preservation of the housing portfolio, and responsible for identifying and assessing risk management strategies to protect our assets in accordance with established standards, policies and procedures in keeping with Building Code, Fire Code, and Occupational Health & Safety Act.

### JOB DUTIES AND RESPONSIBILITIES

- Ensures the preservation of assets by securing a high standard of maintenance and effectively utilizing staff and contractor resources, responsible for identifying and assessing risk management strategies to protect our assets.
- Maintains the preventative maintenance program with an emphasis on mitigating risks throughout the entire portfolio.
- Assists with the preparation of scope of work for preventative maintenance contracts within established limits and authorization levels.
- Initiates, receives and schedules estimates/written quotes of daily maintenance work to be completed.
- Responsible to approve work orders and purchase orders within established limits and authorization levels, in the property management systems.
- Provides day-to-day direction to Custodial, Maintenance staff and Building Attendants.
- Acts as a resource for the Maintenance Clerks who issue day to day unit and property maintenance work orders.
- Schedules, administers and monitors the progress of projects/contracts by conducting site inspections, ensuring quality control, and effective performance.

- Conducts final inspection of projects to identify any deficiencies and follows-up on any corrective action that may be required.
- Ensures all work is done in accordance with contract and policy, all laws and codes. Check billing for accuracy, recommend payment.
- Monitors the Risk Management Protocols performed by staff and contractors, to ensure compliance with Life Safety Systems (fire panel, sprinkler system) contract, snow removal procedures, and smoke detectors inspection process; to ensure compliance to established standards, policies and procedures, Fire Code, and Occupational Health & Safety Act.
- Leads and oversee the annual unit inspection process for the portfolio, in conjunction with the Capital Works Officer, Tenant Retention Officers, and Maintenance Lead Hand.
- Inspects, assesses and assigns/contracts work to staff/contractor as per established limits and authorization levels; at Unit Turnover and Annual Inspection and when required.
- In conjunction with the Corporate Asset Supervisor, maintains and updates the data to ensure accuracy of the after-hours maintenance system and administrative office alarm system.
- Consults with the Capital Works Officer in relation to maintenance issues and helping them determine and implement appropriate courses of action to resolve maintenance problems of a complex nature.
- Provides training to maintenance staff on property management systems.
- Prepares and submits reports to the Corporate Asset Supervisor identifying key performance indicators and notes area that requires further monitoring.
- Maintains and coordinates all related maintenance documentation and files.
- Maintains fire proof master key cabinet. Ensures compliance to policies and procedures.
- Ensures compliance with maintenance processes and policies to ensure consistent application of rules and regulations by monitoring and inspecting work performed by maintenance staff.
- Resolves any difficulties that may arise and responds to any complaints from contractors, staff and tenants regarding the quality of work done.
- Ensures that the most cost effective repair methods are used and makes recommendations to the Corporate Asset Supervisor regarding capital expenditures required.
- Assesses requests and enquiries for repairs or unit upgrades from tenants and staff and determines the appropriate action to be taken, making recommendations when appropriate.
- Provides basic coverage when the Capital Works Officers is absent.
- **As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

## QUALIFICATIONS

- Two year post-secondary diploma in related property management/building discipline or an acceptable combination of education and experience.
- Three years' experience working with residential tenancies and property management.
- Working knowledge of building construction as well as knowledge of technical aspects such as plumbing, heating, ventilation, electrical systems, roofing, painting and landscaping.
- Sound knowledge of preventative and planned maintenance techniques.
- Sound knowledge of janitorial and housekeeping methods.
- Ability to investigate, access, report and apply solutions to issues.
- Knowledge of work safety administration including the Occupational Health and Safety Act and WHMIS.
- Knowledge, experience and ability to follow pre-determined procurement processes with the goal of achieving best value for money results.
- Thorough knowledge of property management related Laws and Acts specifically the Building Code, Fire Code and municipal by-laws.
- General knowledge of the Freedom of Information and Protection of Privacy Act, the Residential Tenancies Act and the Social Housing Reform Act, 2000.
- Working knowledge of budgeting processes and techniques.
- Excellent communication skills; discuss observations and make recommendations to the Corporate Asset Supervisor.
- Time management, organizational and problem solving skills in order to prioritize work activities.
- Proficient in the use of personal computers and knowledge of word processing, spreadsheet and property management software products.
- Ability to deal with contractors and work with diverse clients with tact and diplomacy.
- Strong ability to work as a team member in a highly interactive team.
- Valid Ontario driver's license and reliable vehicle.