

## Technical Services Coordinator - Job Description

### General job information

<b>Job Family:</b>	Building Services	<b>Job Number:</b>	BS-
<b>Job Title:</b>	Technical Services Coordinator		
<b>Business Unit:</b>	CUPE 504.2	<b>Reports to:</b>	Building Services Manager
<b>Supervisory:</b>	No	<b>Pay Grade/Band:</b>	AG-11

### Job Summary

Under the direction of the Building Services Manager, the Technical Services Coordinator provides operational support to specific programs and projects within the assigned portfolio in accordance with established policies and procedures. This includes unit inspections, inventory control, bulk purchasing, property notifications, and overseeing day-to-day maintenance requirements under the Ontario Fire Code, Occupational Health and Safety Act, Worker's Safety, and Insurance Board

#### 1. Responding to Building Requirements

- Working collaboratively to ensure the PHC portfolio is maintained and kept in good repair.
- Ensuring properties are available for occupancy and that they meet all standards of safety.
- Conducting maintenance inspections of units, identifying areas of work for contractors and maintenance staff, and conducting final inspections for scheduled occupancy.
- Verifying that work orders and invoices are appropriate.
- Monitoring work, ensuring proper completion of work, and suggesting practical solutions.
- Assisting in inventory control, purchasing supplies and materials where necessary,
- Consolidating and implementing best practices with respect to resources.
- Ensuring daily, monthly, annual preventative checks are executed, logged and preventative routine maintenance is completed.

- Issuing work orders and purchase orders as necessary.
- Promoting and supporting a culture of health, safety, and respect while ensuring compliance with all related policies and legislation to sustain a healthy work environment.
- Other duties as required.

## 2. Administration

- Preparing reports for management on the status of specialized tasks and projects.
- Providing documentation on meetings with contractors and third-party vendors.
- Creating training materials and instructions for staff to use.
- Providing detailed progress reports.
- Preparing estimates for building repairs and/or charges to residents.
- Assessing building floor plans to determine sq. footage.
- Writing materials such as standard memos, letters, or detailed forms.
- Taking minutes of meetings or dictation.
- Creating notifications

## Competencies

Competency	Description
Knowledge	<ul style="list-style-type: none"> <li>• 2-year Diploma in Building Inspection, Millwright Mechanical Technology, Building Construction Technology, or Construction Engineering.</li> <li>• Knowledge of corporate policies, industry regulations, and basic financial controls.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Minimum 4 years year experience in a role that demonstrates the command of the skill factors required to perform the role.</li> <li>• Knowledge of <i>Housing Services Act</i> and related regulations.</li> <li>• Knowledge of the Building Code and Occupational Health &amp; Safety Act of Ontario.</li> <li>• Thorough knowledge of residential building and construction requirements.</li> <li>• Understanding of preventative maintenance, building codes, municipal by-laws, and various trades/contract administrations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Proficient in the use of Windows-based software and applications including Word, Excel, and Power Point</li> <li>• Proficient in the use of inputting/updating functions with various software management systems.</li> <li>• Excellent communication and interpersonal skills to deal effectively with residents, housing providers, community partners and other staff members.</li> <li>• Demonstrated ability to work on various files/projects simultaneously, while maintaining accuracy; must be able to organize, prioritize and manage a heavy and constant workload.</li> </ul>
Judgement	<ul style="list-style-type: none"> <li>• Work is somewhat diversified, requiring thorough knowledge of procedures/technical information to develop solutions to problems. Expected to make recommendations for changes to procedures.</li> <li>• Analysis, research, and identification of maintenance problems, which includes troubleshooting strategies. Developing recommendations including short to medium term corrective actions.</li> <li>• Ability to read and understand material such as detailed operating and procedure manuals, case histories, blueprints, and diagrams, etc.</li> </ul>
Concentration	<ul style="list-style-type: none"> <li>• Often conducts unit inspections in set time periods</li> <li>• Writing assessment reports on status work projects</li> <li>• Sitting at computer workstation</li> <li>• Completing mathematical formulas</li> <li>• Accurate keyboarding skills with the ability to key large volumes of data into various computer systems quickly and accurately and the ability to learn new applications.</li> </ul>
Physical Activity	<ul style="list-style-type: none"> <li>• Often exposed to highly undesirable working conditions including chemicals such as paint, stains, cleaning agents and glue when performing</li> <li>• Lifting, carrying, climbing</li> <li>• Gross body coordination</li> <li>• Requires specific safety precautions to mitigate risk of injury</li> </ul>

Dexterity	<ul style="list-style-type: none"> <li>• Eye-hand coordination</li> <li>• Coordination and agility while performing duties</li> <li>• Standing on feet for hours at a time</li> <li>• Keyboarding assessment reports</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• The position is accountable for providing explanations of legislative requirements, policy, and procedural practices.</li> <li>• The employee is accountable for maintaining technical files, reports, and all other documents.</li> </ul> <p>The employee will be required to travel to properties as required without supervision and expected to always represent PHC in a professional manner. A valid driver's license and access to a reliable vehicle is a requirement. The employee is eligible for reimbursement of the cost of additional vehicle insurance for use of their personal vehicle to perform work related duties, upon submission of an acceptable receipt from their insurer, subject to approval by management.</p>
Safety of Others	<ul style="list-style-type: none"> <li>• Ensuring the workplace is safe from hazards, including but not limited to working in confined spaces, chemicals, tools, equipment, use of extension cords, working at height,</li> <li>• maintaining good housekeeping.</li> </ul>
Leadership of Others	<ul style="list-style-type: none"> <li>• Position does not directly supervise other employees</li> <li>• Provide minimal direction and guidance to employees and summer / placement students</li> <li>• Excellent communication and interpersonal skills to deal effectively with residents, housing providers, community partners and other staff members.</li> </ul>
Contacts	<ul style="list-style-type: none"> <li>• Internally exchanges information with staff, residents</li> <li>• Externally exchanges information with contractors and third-party vendors</li> </ul>

Environmental Hazards	<ul style="list-style-type: none"><li>• Air containments</li><li>• Chemical hazards</li><li>• Biological hazards</li><li>• Moving objects or equipment</li><li>• Noise quality</li><li>• Weather / temperature conditions</li></ul>
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**Confidentiality**

All employees are required to sign and abide by Employee Confidentiality and Code of Conduct and Ethics Values.

**Accommodation**

Accommodation requests will be reviewed on an individual basis in compliance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and any other Federal or Provincial legislation.

**Disclaimer**

The statements contained in this job description reflect the general details necessary to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.