

Facility Services Manager Job Description

General Job Information

Division:	Operations	Job Number:	OP-19
Job Title:	Facility Services Manager		
Department:	Building Services	Reports to:	Director of Operations
Supervisory:	Yes	Pay Grade/Band:	4

Job Summary

Reporting to the Director of Operations, the Facility Services Manager plays an integral leadership role within the Operations Division supporting Peterborough Housing Corporation (PHC) in the delivery of facility management services within the City and County of Peterborough.

The Facility Services Manager is responsible for the daily oversight of PHC owned and managed properties, ensuring that residential buildings, including commercial spaces, are safe functional, and well maintained. This is achieved through the implementation of a comprehensive preventative maintenance program, the management of on-demand and preventative repair requests and the supervision of contracted services to ensure quality service delivery.

The Facility Services Manager is responsible for the management of life safety, security, and access control systems, including overseeing fire safety compliance, emergency preparedness, and security programs to ensure the safety of residents, staff, and visitors.

Supervising a staff complement who administer repair requests and overall maintenance of properties, the Facility Services Manager provides leadership, guidance, and accountability to ensure resident needs are prioritized and actioned with a customer focused lens.

Main Responsibilities

1. Manage the Planning, Development, and Implementation of a Preventive Maintenance Program, including:
 - a. Establishing and delivering on service quality standards.
 - b. Ensuring a clear and standardized process for the submission of work orders, including the tracking and follow up on deficiencies.
 - c. Assessing / scoping and assigning repairs
 - d. Implementing a monitoring plan regular and reoccurring property inspections.
 - e. Developing consistent standards to oversee the completion of the annual unit inspection process that meets and exceeds requirements under legislation.
 - f. Supporting the vacancy and unit turnover processes with effective and efficient procedures to maximize vacancy revenue. Responsible to set, monitor and report on defined service levels.
 - g. Ensuring consistency in the procurement, deployment and installation of building automation systems, including tracking and monitoring of staff training.
 - h. Contributing to the capital planning process by identifying capital needs through the annual inspection review, analysis of maintenance repairs and assessment of building system performance. Evaluates asset conditions, life-cycle requirements, and emerging infrastructure deficiencies to prioritize capital investments.
 - i. Onboarding and operationalizing for new construction or property developments, ensuring buildings meet PHC standard specifications and addressing construction deficiencies.

2. Develop, Manage, and Implement Short and Long-term Facility Services priorities, including:
 - a. Incorporating data-driven decision-making and industry benchmarking to ensure efficient asset management.
 - b. Identifying and implementing best practices in facility operations, preventative maintenance, and sustainability initiatives to enhance the longevity and performance of PHC's housing portfolio.
 - c. Establishing service quality indicators, identifying thresholds for acceptable service and follow up mechanisms.
 - d. Monitoring and analyzing evolving legislative and regulatory compliance requirements.

- e. Identifying and capitalizing on opportunities through effective risk-management (i.e. pooling of services, bulk purchasing).
 - f. Conducting compliance quality assurance inspections of properties and documentation.
 - g. Meeting with vendors regularly to ensure building quality standards are maintained and address non-compliance matters.
 - h. Developing, implementing and monitoring a process to tracking and monitoring warranties.
 - i. Contributing to the development of the Division's annual work plans, expected outcomes, performance measurements.
3. Support the Development, Management and Implementation of PHC's Emergency Management Plan, including:
- a. Implementing specific Facility Services-related emergency plans, ensuring alignment with best practices and regulatory requirements.
 - b. Acting as a key point of contact with Peterborough Fire and Emergency Services, facilitating coordination, compliance, and communication.
 - c. Overseeing the development, maintenance, and enforcement of building-level Fire Plans,
 - d. Ensuring that fire safety protocols, evacuation procedures, and emergency response strategies are up to date and effectively implemented across all PHC properties.
 - e. Conducting regular emergency drills and training for staff and residents, including fire evacuation exercises, shelter-in-place protocols, and emergency communication procedures.
 - f. Ensuring compliance with fire code regulations, conducting fire safety inspections, and coordinating required testing and maintenance of life safety systems.
 - g. Assisting in the development of emergency response procedures for critical incidents.
 - h. Coordinating with contractors and vendors to ensure the timely inspection, servicing, and repair of life safety equipment.
 - i. Supporting business continuity planning, identifying potential vulnerabilities in facility operations, and developing contingency measures.
 - j. Developing and maintaining incident reporting and post-emergency evaluation processes, ensuring that all emergency events are documented, analyzed, and used to improve future preparedness and response strategies.
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4. Manage PHC's On-Call Program, including:

- a. Managing the On-Call Service Agreement Contract for after-hours call services.
- b. Developing and managing an on-call schedule for staff and management.
- c. Developing and managing contractor on-call schedules as required to support on-call processes.
- d. Managing the service vendor resources program for on-call support.

5. Develop, Manage, and Implement Building Security and Access Control Systems at Properties, including:

- a. Security Cameras & Surveillance: Overseeing the evaluation, installation, and maintenance of security cameras, ensuring systems are regularly tested, upgraded, and integrated with other security measures. Manage video storage, retrieval, and access protocols in compliance with privacy regulations.
- b. Electronic & Key Control Systems: Managing the deployment and maintenance of access control systems, including key fobs and card readers. Develop and enforce key issuance, tracking, and retrieval procedures, ensuring timely rekeying or deactivation as part of risk mitigation. Conduct regular audits to identify and address security vulnerabilities.
- c. Security Policy & Compliance: Establishing and enforcing security protocols, ensuring adherence to municipal, provincial, and federal regulations. Conduct regular security risk assessments, implement necessary improvements, and provide training on security best practices, emergency response, and incident reporting.

6. Workspace Allocation:

- a. Manage and oversee corporate office space allocation in alignment with PHC directives.
 - b. Ensure efficient and appropriate workspace distribution to support operational needs.
 - c. Establish and enforce corporate standards for office equipment procurement.
 - d. Oversee workspace setup to ensure compliance with established guidelines.
 - e. Optimize office layouts to enhance functionality, accessibility, and employee productivity.
 - f. Coordinate workspace modifications, relocations, and ergonomic considerations as needed.
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7. Provide Leadership and Supervision of Departmental Staff, including:

- a. Communicating a positive, supportive, safe, and diverse workplace culture within the Department.
- b. Ensuring effective utilization of the Department's staffing resources and an appropriate and adequate level of resourcing for day-to-day and annual work plan priorities.
- c. Monitoring Departmental performance objectives and indicators and pivoting as required.
- d. Ensuring direct reports understand their role in supporting and adhering to corporate policies and programs.
- e. Promoting positive employee relations through the effective, fair, and consistent application and administration of applicable Collective Agreements and workplace Policies.
- f. Meeting 1-on-1 with direct reports regularly and facilitating team meetings.
- g. Giving feedback to direct reports regarding their performance, including progressive discipline, adhering to Human Resources Policies, Directives, and Procedures.
- h. Ensuring effective communication and information sharing to staff.
- i. Providing effective training, coaching, and motivation to direct reports.
- j. Identifying, encouraging, and supporting opportunities professional development and promotion for direct reports.
- k. Monitoring direct reports to ensure they are in compliance to the statutes and regulations of the Occupational Health and Safety Act, RSO 1990, and all other relevant employment and labour legislation.

8. Other Duties as Required:

- a. Providing operational coverage for other Departmental Manager's during absences.
- b. Participating in an on-call schedule; being available for after-hours emergency calls.
- c. Preparing and presenting reports to the Executive Leadership Team (ELT).
- d. Serving on internal and external committees as required.
- e. Other duties as assigned.

Financial Scope

1. Authorizing purchases in accordance with PHC's Procurement Policy, Directive and Procedures.
2. Developing the annual operating budget for building services through analysis of historical expenditures, projected maintenance needs, industry benchmarks, and organizational priorities.
3. Tracking expenditures and spending trends monthly and implementing strategies for budget adjustments or cost-saving measures within department.
4. Monitoring and reporting quarterly for Board reports the status of the approved budget, identifying variances that put the budget at risk, including mitigation strategies to ensure adherence to the annual budget.
5. Ensuring expenditures and contracts are in compliance with procurement practices and follow broader public sector best practices.

Required Qualifications:

1. 3-year post-secondary Diploma or equivalent certification in facilities management or building technology/trades.
2. Demonstrated knowledge of residential building, construction building requirements, and preventative maintenance.
3. Demonstrated knowledge of building codes, municipal by-laws, and various trades/contract administrations
4. Experience reading blueprint/technical specifications.
5. Demonstrated ability to assess risk to property, self, others and implement mitigation strategies within the parameters of the position.
6. Proficiency in word processing, spreadsheet and database software applications.
7. Demonstrated knowledge of working within a skills trades' environment, and the Ontario Occupational Health & Safety Act.
8. 3 years' experience managing/supervising staff in a unionized environment.
9. Demonstrated ability to develop and implement programs, that include set deliverables, performance objectives, monitoring and reporting.
10. Demonstrated knowledge of project management.
11. Exceptional communication and interpersonal skills, with the ability to build relationships and effectively engage with staff across the organization.
12. Demonstrated ability to manage competing priorities and meet deadlines.
13. Demonstrated ability to providing exceptional customer service, holding self and others to the highest standard to deliver quality services.

14. Respectful of others' diversity of opinions and perspectives.
15. A self-starter who consistently displays a positive, is confident, and approachable.
16. Valid driver's license, insurance, and access to a reliable vehicle
17. Ability to travel as needed.
18. Acceptable Police and Vulnerable Sector check.

Competencies

Competency	Definition	Behavioural Description
Customer Service	Takes time to analyze and understand the needs of both internal and external customers. Asks for feedback and incorporates into products and services. Ensures the customer experience is a key requirement in the design and development of all products and services.	<p>Establishes and maintains effective customer relationships.</p> <ul style="list-style-type: none"> • Assesses and addresses underlying internal and external customer needs beyond those originally expressed. • Identifies and implements best practices and solutions to improve customer service. • Designs processes around the customer experience. • Implements systems to record and analyze customer feedback and the overall customer experience. • Coaches employees on how to manage and build internal and external customer relationships. • Fosters an environment where employees are empowered to put customers first. • Coaches team to consider and integrate the customer experience into all decisions.
Relationship Building	Relates comfortably with people across levels, functions, cultures, and geographies. Builds rapport in an open, friendly, and accepting way, even when facing difficult or tense situations. Identifies	<ul style="list-style-type: none"> • Establishes and maintains relationships with peers, clients, employees, and leaders across the organization. • Leverages moments of vulnerability to strengthen existing relationships. • Uses established connection, trust, and professionalism to sustain relationships through conflict. • Coaches others on uncovering similarities and

	interpersonal and group dynamics and reacts effectively. Solicits input from others constantly and listens with empathy and concern. Identifies information that is relevant and helpful for others and shares it as appropriate.	celebrating differences with individuals across differing demographics, cultures, and geographies.
Collaborative	Works well with others both on the team and cross-functionally to achieve individual, team, department, or organizational goals. Values diverse input and working with others as a way to achieve the best output possible.	<ul style="list-style-type: none"> • Reaches out to other teams and departments to build collaborative, cross-functional relationships. • Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments. • Provides the space and resources necessary for teams to collaborate cross-functionally. • Leads initiatives to improve cross-functional team effectiveness. • Coaches others to navigate differing inputs from stakeholders. • Leads a diverse team and solicits differing perspectives to develop unique solutions or ideas.
Decision Making / Problem Solving	Simplifies complex problems by using critical thinking to evaluate problems, gathering information, incorporating multiple perspectives, understanding causes, and identifying best-possible solutions. Invests time in planning, discovery, and reflection to drive better decisions and more efficient implementations. Adopts an audience-centric approach, understanding	<ul style="list-style-type: none"> • Actively seeks input from multiple information sources to evaluate situations and understand the cause of problems. • Evaluates pros and cons of multiple options and selects a plan of action that capitalizes on trade-offs. • Removes obstacles and addresses problems before they impact performance and results of their team. • Demonstrates ability to synthesize information or multiple perspectives and apply an analytical lens to problems to draw logical conclusions. • Initiates and leads the evaluation and assessment of possible solutions and their risks. • Provides recommendations and achieves buy-in for potential solutions.

	the needs of the audience and incorporating them, as appropriate, into the decision.	<ul style="list-style-type: none"> • Demonstrates ability to critically evaluate work tasks and effectively prioritize them. • Takes ownership over decisions and their consequences.
Leading Through Change	Adjusts thinking and behavior to resiliently face change, and uses experience to fuel growth. Enables the process of change and transition while helping others deal with the effects of change. Displays self-awareness of their personal reaction to change and regulates their response. Acts as a change champion, communicating the why behind the change and aligning with the organizational direction.	<ul style="list-style-type: none"> • Adopts best practices to lead their team through change. • Understands that change is constant and treats it as a growth opportunity. • Actively advocates for change when appropriate and encourages change adoption among team members. • Recognizes and responds to different emotional reactions to change from team members. • Clearly communicates how the change will affect current team- or department-specific practices. • Listens and responds to feedback regarding change and discusses with senior leaders. • Readily adapts to change and encourages change adoption among others.
Negotiation	Negotiates in a manner that results in positive business outcomes while maintaining strong relations with the other party.	<ul style="list-style-type: none"> • Successfully negotiates with internal and external groups to facilitate decisions. • Develops a specific negotiation strategy and adapts it to changing circumstances. • Listens, questions, and challenges others' proposals without damaging relationships. • Identifies when it's appropriate to be assertive and when to compromise without ceding on key needs. • Recognizes common needs and interests to develop win-win outcomes. • Negotiates with external clients and vendors and manages relationships and outcomes. • Coaches peers and direct reports on how to effectively negotiate. • Assumes full responsibility for negotiation outcomes and meeting deadlines for decisions or solutions.

		<ul style="list-style-type: none"> • Uses trust and accountability to develop and maintain long-term relationships.
Communicative	<p>Genuinely and intentionally communicates. Relays key messages effectively, targeted to specific audiences. Identifies others' communication styles and perspectives, adjusting language and approach accordingly. Employs active listening to understand, rather than reply. Asks for, integrates, and values feedback from team, peers, and leaders.</p>	<ul style="list-style-type: none"> • Reads verbal and non-verbal cues to deepen the understanding of others' perspectives and interpret responses to their words and actions. • Articulates thoughts and expresses ideas effectively using written, verbal, and visual communication skills. • Encourages others to participate in open discussions and provides feedback when appropriate. • Tailors messages according to the needs of different audiences. • Does not jump to conclusions or act on assumptions. • Seeks support to improve communication and shares best practices on how to effectively communicate with others. • Is receptive to others' communication styles and preferences.
Influencing	<p>Develops a leadership presence in the organization. Intentionally forms strong, trusting relationships. Manages up, down, and across effectively by anticipating and responding proactively to stakeholder reactions. Leverages their understanding of stakeholder management to influence perception and direction.</p>	<ul style="list-style-type: none"> • Establishes a reputation as an open, trustworthy, experienced professional whose advice and opinions are valued. • Develops strong relationships with peers, employees, and leaders across departments. • Anticipates the impact of one's approach on the emotions and sensitivities of others. • Customizes discussion and presentations to include "what's in it for me" for the audience and emphasize the value of an idea. • Knows how to appropriately use influence to achieve outcomes when lacking formal authority.
Managing Risk	<p>Identifies what is needed to achieve strategic or organizational objectives.</p>	<ul style="list-style-type: none"> • Uses the strategic plan as an ongoing point of reference and governance tool. • Proactively implements and communicates team-

	<p>Seeks out and incorporates multiple perspectives, experiences, and industry trends to develop a holistic perspective. Negotiates to achieve individual goals while thinking of the larger organizational implications. Operationalizes ideas within the business model.</p>	<p>level goals required to achieve long-term strategies.</p> <ul style="list-style-type: none"> • Aligns and communicates team-level decisions with organization's vision, mission, and values. • Seeks out, encourages, and incorporates a diverse set of internal and external perspectives when making decisions. • Seeks to reflect on, gather, and plan using pertinent information from others before jumping into action.
Curating the Employee Experience	<p>Looks for opportunities across the employee lifecycle to engage and connect individually with each member of the team. Creates an environment where employees feel included, valued, informed, and engaged. Spends time on reflection to understand personal connection with organizational core values and alignment with self.</p>	<ul style="list-style-type: none"> • Understands that team members' personal lives and work intersect to impact the employee experience, and remains flexible to changing needs. • Proactively seeks opportunities to interact with team members and make an individual connection throughout the employee lifecycle. • Informs team regularly of relevant updates and decisions. • Encourages employee involvement by actively seeking and attempting to respond to employee feedback regarding the employee experience. • Reflects on personal connection and alignment with the organizational values.
Accountable	<p>Takes ownership of outcomes, positive or negative, without blaming others within the team or cross-functionally. Recognizes when they are not approaching a situation with accountability but instead with a blame mindset. Takes accountability for</p>	<ul style="list-style-type: none"> • Establishes expectations for themselves and team members. • Monitors and provides feedback to teams on ways to improve the quality of deliverables and meet defined objectives. • Empowers team members to take ownership and responsibility for completing the tasks and deliverables assigned to them. • Proactively seeks out projects and opportunities to help others and take on shared accountabilities. • Helps team members understand and become

	assigned tasks and executes on deliverables in a timely manner.	aware of their mindsets, guiding them toward ownership and accountability and away from assigning blame.
Resource Planning	Allocates time to upfront planning to distribute work in alignment with goals, manage resources, and prioritize. Analyzes the environment from multiple perspectives to better understand implications and leverages scenario planning to prepare for multiple outcomes and manage complexity.	<ul style="list-style-type: none"> • Encourages team to prioritize work to deliver objectives to the highest standard and on time. • Identifies opportunities to improve the effectiveness and efficiency of work processes. • Identifies in advance when results of a particular project or task may not be achieved and develops a plan to address the risk. • Contributes to organizational scenario planning to help forecast and prepare for external risks. • Leads the development of team project plans. • Identifies and plans to acquire resources needed to achieve team objectives.
Managing Talent	Actively, intentionally, and continuously manages the entire talent lifecycle of their team including talent attraction, management of performance through goal setting, feedback, and coaching; ongoing support of talent; and personalized career development.	<ul style="list-style-type: none"> • Collaborates effectively with all stakeholders in the recruitment processes. • Helps new hires connect to the organization's mission, vision, and values and their new team members. • Supports team members in accomplishing goals. • Provides regular feedback that is clear, descriptive, and actionable. • Adopts a mindful, reflective approach to coaching through a strong understanding of employees' strengths, weaknesses, and role interdependencies. • Addresses poor performance in a timely manner. • Continuously encourages employee development by exposing people to appropriate learning opportunities. • Recognizes positive performance and celebrates team achievement.
Business Acumen and Financial Literacy	Makes decisions based on a solid understanding of the business goals, functions, processes, and the wider industry. Applies financial knowledge to	<ul style="list-style-type: none"> • Demonstrates knowledge of business practices and processes when making decisions. • Communicates connections between different functions to team members and acts in a way that is consistent with the organizational objectives. • Demonstrates basic financial literacy when reading

	<p>address organizational needs. Demonstrates an understanding of the connections between business units and the larger organizational impact of decisions.</p>	<p>financial documents and when communicating the "why" behind new projects.</p> <ul style="list-style-type: none"> • Uses organization-specific language and financial metrics appropriately to effectively communicate about all facets of the business. • Provides recommendations to address business problems that align with organizational goals. • Identifies opportunities to improve function-specific processes to better align with organizational goals. • Measures the success of projects with relevant business and financial metrics. • Monitors use of budgets and identifies cost-effective approaches to adhere to them.
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Staff Complement

Directly supervises 7 full time staff.

Working Conditions

The standard work schedule for this position is 35 hours per week, with core hours between 8:30 a.m. and 4:30 p.m., Monday through Friday. As part of the non-union group, there are times when extended hours are required to attend meetings, community events, or respond to urgent situations.

This position is 30% in office and 70% in the field. The position involves prolonged periods of visual and mental focus, requiring sustained concentration. The job also involves handling continuous scrutiny and pressure to prioritize and balance the needs of employees, tenants, the community, and shareholders.

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.