



## JOB DESCRIPTION

**POSITION:** Operations and Facilities Coordinator

**EFFECTIVE DATE:** April 1, 2022

**DEPARTMENT:** Operations

**REPORTS TO:** Operations Manager

**DIRECT REPORTS:** N/A

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### JOB SUMMARY

Under the direction and supervision of the Operations Manager, the Operations and Facilities Coordinator will play a key role assisting with the coordination, facilitation and administrative duties relating to the day-to-day operations of the UNA. This position will be the main point of contact for the delivery of the municipal-like services in UNA park spaces, licensed facilities and public spaces, lead parking operations, be responsible for regulatory rules enforcement, and assist with capital upgrade projects, long-term capital planning, emergency preparedness, and strategies related to the maintenance, use and development of UNA infrastructure.

### OVERALL GOALS FOR THE POSITION

1. Be the main point of contact for the day-to-day delivery of the municipal like services in UNA park spaces, licensed facilities and public spaces.
2. Coordinate with UNA municipal service providers like UBC Properties Trust (UBCPT) and other UNA sub-contractors to oversee the day-to-day operations of the UNA public realm.
3. Administer and enforce UNA parking and regulatory rules.
4. Participate in the development of UNA Asset Management System

### ROLES, RESPONSIBILITIES AND EXPECTATIONS

#### Operations (55%)

1. Under the direction of the Operations Manager, be the main point of contact for the quality delivery of UNA municipal like services. (i.e. Landscaping, Snow Removal, Road Signage Installation, Road Cleaning, etc...)
2. Oversee the day-to-day operations of UNA licensed facilities, Wesbrook Community Centre, Old Barn Community, Wesbrook Soccer Field, Colling Field at the Nobel Park.
3. Plan and oversee maintenance activities, document regular inspection and site visits to ensure facilities are in compliance with provincial and federal regulations.
4. Contact the appropriate service provider to deal with maintenance problems in a cost efficient, effective and timely manner.
5. Create, obtain, track, maintain and retrieve operational information and data for the Operations Department using a variety of technologies.

6. Assist with the review of construction plans submitted by developers, consulting firms and residents proposing the construction or modification of works that may affect UNA managed assets, on street parking and traffic operations.
7. Oversee CCTV and Access Control System in UNA licensed facilities, along with secure access, and fire alarm code assignment with external service providers (i.e. Sonitrol and UBC Security Service)
8. Collaborate with the Operations Manager and Sustainability Specialist in the development of UNA plans, policies and procedures (Such as a Landscape Management Plan). Support the implementation UNA plans and policies with relevant stakeholders.
9. Support and oversee the UNA internal facility management ticketing system.
10. Participate in the development of UNA external outdoor amenities and facilities web-based ticketing tracking system.

#### **Parking and Regulatory Rules Enforcement (35%)**

1. Respond to inquiries and highly sensitive complaints from members of the public, as well as all levels of staff and other key stakeholders.
2. Perform a variety of inspections and regulatory investigational work involving the enforcement of the UNA regulatory rules and parking strategy.
3. Process regulatory rules violations.
4. Maintain effective working relationships with the public, often in difficult situations, with tact, firmness and diplomacy.
5. Participate in the development and implementation of the UNA Parking Management Strategy. This includes day-to-day administration duties (i.e. liaising with the parking enforcement contractor, towing contractor, and responding to parking related inquiries and disputes).
6. Develop training manuals and training material for Parking Operation and provide parking training to front desk staff.
7. Participate in the development of UNA regulatory rules.

#### **Administration (10%)**

1. Collaborate with internal UNA Communications Department, UBC Campus Planning and the UBC Compliance Officer to assist with the distribution of high impact event notices to local strata and residents (i.e. Road Closure Notices, Variance Applications).
2. Collaborate with other UNA departments and external service providers, to rollout the annual on-street parking permit renewal program.
3. Collect and document UNA managed assets under the UNA Asset Management System (For example: Road Signage, crosswalk, park space)
4. Assist with regular workplace inspections with UNA Health and Safety Committee.
5. Conduct research on available grants and complete applications.

### **SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED**

#### **Education requirements:**

- Technical diploma or degree from a recognized technical institute in Civil/Environmental Engineering, project management or an equivalent combination of education and experience.

#### **Experience requirements:**

- A minimum of two years of Project Management or Facility/Infrastructure Maintenance/Operations experience in a municipal or related industry.
- Experience working with a variety of operations subcontractors and divergent stakeholders.
- Experience working with the public.
- Experience working in a university or municipal setting would be an asset.

### License

- Valid Class 5 BC Driver's Licence

### Technical knowledge, skills & abilities requirements:

- Must have an excellent command of English.
- Must have excellent written, interpersonal and communications skills.
- Experience with general-purpose CAD software and ability to review and analyze technical drawings
- Proven background of strong analytical skills with the ability to collect, organize and disseminate significant amounts of information with attention to detail and accuracy.
- Experience with the creation of procedures, policies and plans.
- Experience in Geographic Information System management and administration would be an asset.
- Previous experience in municipal bylaw enforcement would be an asset.
- Candidate will need to respond to emergency call outs and/or extraneous events after normal working hours when necessary.

### Soft skill requirements:

- Think Strategically – Assess options and actions based on trends and conditions in the environment, and the vision and values of the UNA.
- Build Relationships – Establish and maintain effective working relationships internally and externally to achieve the goals of the UNA.
- Creativity/Innovation – Develop new and unique ways to improve operations of the UNA and to create new opportunities.
- Focus on Community Needs – Anticipate, understand, and respond to the needs of internal and external members and residents to meet or exceed their expectations within the UNA parameters.
- Plan – Determine strategies related to the role's accountabilities to move UNA forward, sets goals, creates and implements actions plans, and evaluates the process and results.
- Lead – Positively influence others to achieve results that are in the best interest of the UNA.
- Make Decisions – Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the UNA.
- Organize – Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Solve Problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Communicate Effectively – Demonstrate excellent verbal and written communication skills.
- Foster Teamwork – Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance effectiveness.
- Adaptability – Demonstrate flexibility, versatility and tolerance in a changing work environment while maintaining effectiveness and efficiency.
- Discretion – Understand and demonstrate ethical behaviour and business practices.