UNIVERSITY NEIGHBOURHOODS ASSOCIATION

Job Description

Position: Operations and Facilities Technician (Part-Time)
Effective Date: October 29, 2026
Department: Operations
Reports To: Operations and Facilities Specialist

Direct Reports: N/A

JOB SUMMARY

Under the direction of the Operations and Facilities Specialist, the Operations and Facilities Technician serves as the primary first responder for day-to-day service tickets and maintenance requests. This role assists in the practical coordination and execution of daily operations and municipal services for the UNA. The incumbent is responsible for hands-on repairs, field-level coordination, and the on-site maintenance of park spaces, licensed facilities, and the public realm. This position provides critical operational support by balancing minor municipal repairs with diligent, routine auditing of public infrastructure.

OVERALL GOALS FOR THE POSITION

1. Act as the primary first responder for day-to-day service tickets and maintenance requests across UNA park spaces, licensed facilities, and the public realm.
2. Conduct initial on-site assessments, escalating complex problems as needed and coordinating effectively with municipal service providers and sub-contractors to resolve service requests.
3. Perform routine preventative maintenance inspections and regular physical audits of municipal infrastructure to proactively identify, document, and resolve wear-and-tear or safety concerns before they escalate.
4. Execute repair work orders and special project requests efficiently, ensuring all on-site work is completed on time and strictly adheres to organizational quality and safety standards.

ROLES, RESPONSIBILITIES AND EXPECTATIONS

Operations (85%)

1. Under the direction of the Operations and Facilities Specialist, serve as the primary field-level responder for service tickets related to municipal-like services.
2. Act as the first line of defense for day-to-day maintenance across UNA licensed facilities (including the Wesbrook Community Centre, Old Barn Community Centre, Wesbrook Community Field, Collings Field, and UNA parks). Perform hands-on troubleshooting and urgent minor repairs, including irrigation faults, leaks stoppage, partition door hardware adjustments, and street signage replacements.
3. Conduct systematic, physical audits of UNA public spaces and facilities through routine site visits. Document physical conditions, flag wear-and-tear or safety concerns, and report on maintenance standards to ensure public spaces remain safe and functional.

4. Perform initial on-site assessments for complex maintenance issues. Identify the scope of the problem and provide field-level coordination for external service providers and sub-contractors to ensure repairs are completed in a cost-effective and timely manner.
5. Monitor incoming requests via Outlook, MS Teams and the internal facility management ticket system. Ensure accurate logging, prompt triage, tracking, and timely status updates through to resolution.
6. Collaborate with the operations and sustainability teams to provide tactical support for the physical maintenance, seasonal preparation, and repair work required for the UNA Community Gardens and Sustainability Efforts.
7. Collaborate with the Green Depot team to manage the outdoor toy boxes and outdoor libraries.

Administration (15%)

1. Update and maintain the UNA Asset Management System for all managed assets (e.g., IT equipment, office equipment, road signage, crosswalks, park infrastructure, and public features).
2. Collect and systematically input recurring inspection data. Ensure strict data accuracy and flag anomalies to support the operations team's proactive, data-driven maintenance planning.
3. Collect asset data and record asset information into UNA asset management platform.
4. Assist with regular workplace inspections with UNA Health and Safety Committee.

SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED

Education requirements:

- Successful completion of Grade 12 or the Canadian Adult Education Credential (CAEC).
- A diploma or Certificate of Qualification from a recognized technical institute or SkilledTradesBC in Civil Engineering, Facilities Management, or a related skilled trade/discipline; or an equivalent combination of formal education and significant, directly related field experience would be an asset.

Experience requirements:

- A minimum of two years of facility/infrastructure maintenance/operations experience in a municipal or related industry.
- Previous experience and training in qualified trades such as plumbing, irrigation systems, HVAC Systems or playground inspection would be an asset.
- High level of proficiency in the use of hand tools, power tools and maintenance equipment.
- Experience working in a university or municipal setting would be an asset.
- Experience working with a variety of operations subcontractors and divergent stakeholders.
- Experience working with the public.
- Employment is conditional upon the successful completion of a criminal record check.

License

- Must possess and maintain a valid Class 5 BC Driver’s Licence

- Must maintain a clean driving record, subject to verification.
- Must hold or be willing to obtain WorkSafeBC-compliant Fall Protection Training.

Technical knowledge, skills & abilities requirements:

- Must have an excellent command of English.
- Must have excellent written, interpersonal and communications skills.
- Proven background of strong analytical skills with the ability to collect, organize and disseminate significant amounts of information with attention to detail and accuracy.
- Ability to conduct regular, independent site visits across all UNA Neighbourhood Housing Areas, ensuring consistent coverage and operational oversight.

Physical Demands & Working Conditions

- Comfortable working in diverse environments, including indoors (environmentally controlled facilities) and outdoors (exposed to seasonal weather variations).
- Comfortable working at elevated heights using ladders, lifts, or scaffolding in strict compliance with WorkSafeBC fall protection regulations.
- Ability to perform a wide range of physical manual tasks, including standing for extended periods, bending, and twisting.
- Capacity to safely lift and handle materials up to 11 kg (25 lbs).
- Comfortable working in diverse environments, including indoors (environmentally controlled facilities) and outdoors (exposed to seasonal weather variations).

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.