



**DURHAM CATHOLIC
DISTRICT SCHOOL BOARD**
Learning and Living in Faith

MANAGER, CUSTODIAL AND MAINTENANCE SERVICES

The Durham Catholic District School Board is a publicly funded Catholic school board located in Durham Region, east of Toronto, Ontario. We are an inclusionary system with 38 elementary Schools 7 secondary schools and 4 Alternative and Continuing Education sites. We serve approximately 21,150 elementary and secondary students. Guided by the teachings of Jesus and committed to our organizational strategic plan's focus of Excellence, Equity and New Evangelization, we are engaged in a focused effort for student success and support ongoing professional development in the area of Inspiring Leadership.

The Director of Education is inviting applications from candidates interested in applying for the following position:

MANAGER, CUSTODIAL AND MAINTENANCE SERVICES

Permanent, Full-time Position

For more information, please review the attached Job Description.

Interested candidates are invited to submit a cover letter and resume listing qualifications and experience to hr@dcdsb.ca on or before 4:00 p.m. on Friday, September 27, 2019. Please indicate "Manager, Custodial and Maintenance Services" in email subject line.

John Rinella
Chair of the Board

Anne O'Brien
Director of Education

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

www.dcdsb.ca

Pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), if you require accommodation at any time throughout the application process, please contact Sonja Ruby, Human Resources Assistant at sonja.ruby@dcdsb.ca prior to the posting closing date so that appropriate arrangements can be made.



DURHAM CATHOLIC DISTRICT SCHOOL BOARD

POSITION DESCRIPTION

Title	Manager, Custodial and Maintenance Services	
Location / Department	Facilities Services	
Reports to	Superintendent of Education, Facilities Services	
Affiliation	Middle Management	
Salary Grade / Range	M2	
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POSITION SUMMARY

This position is primarily responsible for overseeing the delivery of maintenance, custodial, operations (security, energy/waste, etc.) services at all Board schools and Administration buildings. The position will also have overall responsibility for the provision of custodial and maintenance services including service quality standards and assurance systems. The position will also oversee administrative functions at the OMAC location in Oshawa. This position reports to the Superintendent of Education, Facilities Services and will work in cooperation with school Principals and other Board staff.

DUTIES AND RESPONSIBILITIES

- Deliver high quality, timely and cost-effective services and solutions for the custodial and maintenance areas, which may include cost benefit analysis, feasibility studies, technical reviews, budget estimates, and forecasting.
- Develops, implement and monitors strategic directions for the custodial, maintenance and OMAC administrative functions.
- Assists with formulation of the multi-year Capital program, through a building assessment protocol using standard industry procedures and benchmarks as well as the Ministry Facility Condition Index (FCI) system
- Participate in the recruitment, staffing and allocation of human resources for maintenance and custodial services with Human Resources staff.
- Preparation of budget requirements and expenditure reports for maintenance and custodial services as required by senior management and/or the Board.
- Support positive labour relations through the provision of information in support of collective bargaining and adjudicating grievances involving supervisors and staff.
- Liaising with Principals and other staff with regard to maintenance and custodial issues within schools and administrative locations.
- Oversees maintenance services scheduling including resource allocation relative to demand work orders.
- Oversees the Board's computerized maintenance management system (CMMS) and preventative maintenance (PM) program including benchmarking and monitoring based on KPI's and a quality assurance system.
- Management of minor renovation and retrofit projects including assisting with the preparation of tender documents, service contracts and various projects which may be completed by Board staff or external contractors.
- Works with Business Services to review and prepare procurement documents for operational services.
- Oversees custodial services including resource allocation within the schools and administrative buildings based on established staffing and quality service standards.
- Oversees a quality assurance system in regard to the provision of custodial services in the schools in support of the Principal's role as site base manager.
- Manage the professional development and training programs for custodial and maintenance staff
- Oversees the energy, waste management and conservation programs for all schools/Board locations.
- Oversees the Board's building security systems.
- Supervision of Service Quality Supervisors.
- Direct supervision of the maintenance staff.

POSITION DESCRIPTION

(continued)

Title: Manager, Custodial and Maintenance Services	
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DUTIES AND RESPONSIBILITIES continued

- Recommend changes in methods or procedures.
- Acts as liaison with other departments, divisions and organizations.
- Applies and interprets organization policy and administrative procedures.
- Assure that assigned projects adhere to accepted professional and quality standards.
- On a rotational basis, provide after hours emergency supervisory support of maintenance staff through the On-Call program.
- Performs other duties as assigned or deemed necessary.

QUALIFICATIONS

Education:

- University degree in related field supported by other and ongoing relevant professional training in Facilities Management.

Experience:

- Minimum five (5) years' related work experience with increasing responsibilities for Custodial/Maintenance services.
- Experience with computerized maintenance management and performance-based quality assurance systems.

Other Qualifications:

- Critical thinking, problem solving and analytical skills.
- Exceptional organizational, time management and multi-tasking skills.
- Superb relationship builder, who develops lasting positive and value-adding relationships with all who interact with Facilities Services.
- Flexible, well-organized, and comfortable in working well under pressure and tight deadlines, to produce high quality work in a timely manner.
- Is a consummate team-player who is comfortable and effective in a matrixed reporting environment, where there are many potential clients asking for help.
- Is results oriented and passionate about helping a team to be successful.
- Sound knowledge of computer applications and software including Word, Excel, PowerPoint, MS Project, database knowledge preferred.
- Ability to foster an environment of positive labour relations
- Demonstrated commitment and proven track record in customer service excellence and setting up channels for continuous feedback
- Ability to define problems, collect data, establish facts and draw valid conclusions
- Ability to work independently with minimum supervision.
- Ability to multi-task and manage multiple work priorities.
- Excellent oral and written communication skills.
- Excellent interpersonal skills and ability to function as part of a team.
- Ability to maintain and project a professional image at all times.
- Ability to maintain confidentiality in all aspects of the work.
- Clean drivers abstract; driver's license and access to a vehicle.
- Punctuality and regular attendance are essential due to the nature of the position.
- Criminal Background Check suitable to the Board is a condition of employment.

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