

Columbia College Position Description

<p>NOTE: <i>Must; Shall; Will:</i> <i>Should:</i> <i>May or Could; Can:</i></p>	<p>Clarification of Terms These words or phrases indicate actions or activities that are <i>essential or mandatory</i>. This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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Position Title:	Facility Manager
Program/Department Name:	Facility Department
Reporting to:	President, Columbia College, Calgary
Position Summary:	With the support and guidance of his/her supervisor, this manager will coordinate the efficient and smooth running operation of the facility administration department and all of the College's facilities. While demonstrating a supportive management style through effective goal setting and teamwork the manager will hire and supervise a team of highly motivated and results-oriented professionals.
Organizational Structure:	This manager will work in a flat organizational structure consisting of one direct supervisor, a number of program peers and other management specialists. He/she will operate as autonomously as authorized by his/her supervisor and will supervise a team of part-time and full-time professionals as approved in his/her budget.
Qualifications and Experience:	<p>This professional will normally have completed Grade 12 with a minimum 7 years secretarial and administrative experience. This professional must possess intermediate to senior level Microsoft Word, Excel, Access and Windows 95. He/she must have a minimum of 55 wpm typing speed, excellent written (punctuation, spelling, English composition, and grammatical usage) and verbal communication skills; considerable experience in supervision, including staff selection and termination; exceptional organization skills including the ability to prioritize, set and achieve goals, and perform under considerable pressure. Time management skills must be exemplary.</p> <p>This professional must have sound knowledge of modern office practices and procedures, commonly used office machines and equipment, including broad exposure to computers; and be motivated by challenge and the desire to provide exceptional service. He/she will be a highly organized and experienced leader and team player, possess strong interpersonal skills, be detail oriented, have a keen desire to learn and grow professionally, be open to change and have a strong work ethic.</p>
Roles and Responsibilities:	<p>For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part of their roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and</p>

Roles and Responsibilities:	responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position. All responsibilities listed below will be carried out under the general direction and supervision of the President. In consideration of this, the Facility manager will:
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Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization

- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom

- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment

- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0 Responsibilities as Related to Cleaning

- 13.1 Provide supervision of day cleaning staff, which includes:
 - timesheet approval,
 - hiring and contract review,
 - scheduling of hours, duties and holidays,
 - professional development,
 - purchasing of supplies that are required for day cleaning staff.
- 13.2 Advertise, interview and provide orientation for new day cleaning staff.
- 13.3 Supervise daytime security guard to maintain security.
- 13.4 Liaise with Cleaning Company (Omni) to ensure facilities are kept clean and all supplies i.e. toilet tissue, paper towel etc. are always in supply. Meet monthly to do an inspection of the facilities.

14.0 Responsibilities as Related to Administration

- 14.1 Requisition, receive and distribute office supplies for all departments, including material from printers.
 - Initiate a yearly cost assessment for office supplies.
- 14.2 Provide orientation for all new staff and guests at Columbia College.
- 14.3 Maintain personal daily, monthly, yearly planners.
- 14.4 Long Distance
 - Assign codes for employees to have long distance capabilities
 - Prepare Monthly Long Distance Report for Accounting
- 14.5 Photocopier:
 - Assign photocopy copy code to each employee.
 - Prepare Monthly Photocopier spreadsheet for accounting outlining charges for each department.

- Initiate leases and handle documentation related to leasing photocopiers
- 14.6 Order printed material i.e. business cards, certificates, manuals, etc.

15.0 Responsibilities as Related to Facility

- 15.1 Coordinate with all program managers the utilization of classroom and computer lab space throughout the College to ensure that all programs are accommodated effectively.
- 15.2 Input all space requirements into the computer using Outlook calendar.
- 15.3 Coordinate storage areas and office configuration.
- 15.4 Determine furniture needs and purchase all necessary furniture.
- 15.5 Monitor, troubleshoot and coordinate building issues, (i.e.: repairs, heating, plumbing, electrical, outside maintenance with Willowglen)
- 15.6 Meet with all prospective lessors: tour facilities; determine rental rate; complete rental documents; issue invoices according to agreement; ensure rental fees are collected.
- 15.7 Coordinate and troubleshoot facility equipment repair, i.e.: dishwashers, microwaves, refrigerators.
- 15.8 Liaise with outside service companies, i.e.: electrical and construction
- 15.9 Coordinate and troubleshoot office equipment repair, i.e. telephones, printers, photocopiers, fax machines, binding machine, VCR's, televisions.
- 15.10 Outside canopy lights on Building 802 – adjust regularly and Building 803 – arrange to have bulbs replaced.
- 15.11 Liaise with various contractors regarding: maintenance and repair, painting, electrical, construction, etc.
- 15.12 Security:
- Maintain control of keys, both exterior and interior.
 - Maintenance issues related to locks, purchases keys.
 - Change security code when required
 - Coordinate and oversee Columbia security by keeping staff informed and ensuring security procedures are followed.
 - Coordinate yearly fire drill for students and employees in all buildings. Recruit fire wardens and ensure fire drill is conducted smoothly.
- 15.13 Maintain First Aid Kits in all buildings.
- 15.14 Facility renovations.
- 15.15 Adding new facilities.

16.0 Additional Responsibilities

- 16.1 Attend all A.C. (Academic Council) meetings: record, type and distribute all minutes. Arrange the meeting and send meeting plans and agenda to all members.
- 16.2 Chair of OH&S (Occupational Health & Safety Committee): coordinate preparation and updating OH&S Manual.
- 16.3 Once per year invite all employees to provide input to activities they would like to have funded by the Social Committee; invite employees to become members of the Social Committee. Assist the Social Committee members with the planning and facilitation of events. Where necessary work together with accounting to prepare budgets for events.

17.0 Special Events

- 17.1 Coordinate, plan and facilitate annual College Convocation.
- 17.2 Coordinate annual College Kick off Event.
- 17.3 Assist with corporate event planning such as Chili Cookoff, Christmas Party, corporate fund raisers.

- 17.4 Prepare meeting facilities, order refreshments, coordinate taxi requirements, hotel rooms, outside meal reservations as required for visiting dignitaries, or leaseors, dental or nursing associations.
- 17.5 Ensure facilities are decorated for the holiday season.

18.0 Convocation

- 20.1 Determine date and book venue
- 20.2 Plan floral displays and stage decorating
- 20.3 Determine entertainment and accompaniment and complete booking arrangements
- 20.4 Determine whether to have a student speaker and how to choose a student
- 20.5 Ensure guest speaker is invited
- 20.6 Work with caterer to decide on menu, sign contract and ensure all is ready for the event
- 20.7 Order tickets to be printed for the event
- 20.8 Email staff for volunteers to Emcee the event
- 20.9 Email staff for volunteers to assist at the event; set up volunteer schedule
- 20.10 Organize appreciation dinner following event
- 20.11 Organize, verify and send in gown order
- 20.12 Confirm event details with venue and caterer
- 20.13 Prepare scrolls
- 20.14 Receive gowns
- 20.15 Pick up flowers and design arrangements
- 20.16 Set up gowning area day of event
- 20.17 Set up stage day of event
- 20.18 Ensure all details come together day of event
- 20.19 Sort, count and balance gown order following event for return to Gaspard's
- 20.20 Send thanks to venue, caterer and guest speaker following event