

Ministry

**Describe: Basic Job Details**

Position Name (30 characters)

Requested Class

Supervisory Level

 **Design: Identify Job Duties and Value****Job Purpose and Organizational Context**

Why the job exists:

The Maintenance Service Worker 3 will trouble shoot building operational needs, correct where possible and report the findings to their immediate supervisor. Providing building needs in cases of emergency or after hours.

Some additional duties shall include:

- Provide energy efficient techniques such as scheduling chiller operation versus free cooling in the provision of building comfort.
- Provide preventative maintenance measures to minimize problems and extend equipment life and operation.
- Identify special projects for consideration of operational and Major Maintenance funding.
- Discussion of assigned tasks and identification of completion dates on a weekly or monthly basis.
- Quality workmanship on all assignments/tasks.
- Regular consultation with Facilities Coordinator regarding specific duties prior to commencement.
- Adhere to all applicable regulatory requirements, OH&S, ABC, Fire Code, Etc.

This position will require operating a building management control system, as well as automated card access and computerized maintenance management systems. Reporting to the Facilities Coordinator, the Maintenance Service Worker 3 functions within applicable legislation, regulations, policies, guidelines, and standards.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Routine maintenance of boilers and other mechanical and auxiliary equipment within the assigned facility is performed in accordance with established policies, guidelines, and standards.

### Activities

- Performs duties in accordance with Alberta Boiler Safety Association (ABSA) regulations and provides routine maintenance and repair in accordance with the Act
- Works with other staff members and contractors to perform major servicing and repair work
- Identifies need for parts and materials associated with maintenance, researches options and supply sources, and participates in ordering, receiving, and installing new parts and equipment

2. Preventative maintenance is performed on mechanical and auxiliary equipment within the assigned facility in accordance with established policies, guidelines, and standards.

### Activities:

- Inspect equipment and perform quality assurance checks on a scheduled basis to detect operational problems and maintenance issues
- Change filters, lubricate equipment, clean coils, and replace belts, bearings, motors, and other components
- Performs general housekeeping in mechanical rooms.
- Keeps records of inspections, services, and repairs.
- Assists with operation and maintenance of door security system.

3. Contract Compliance

### Activities

- Monitoring of services for delivery and purchasing compliance.
- Confirmation of receipt of contracted services as per contract intent.
- Monitoring of contract terms and durations.

4. Administrative and other services are provided in support of facility operations and maintenance.

### Activities

- Provides assistance with identifying projects, preparing tenders, performing site tours, and inspecting and verifying work of contractors
- Performs special projects assigned by the supervisor
- Adhering to current AI Purchasing Practices.
- Capturing information into FMS (Facility Management System)
- Assist in the administration of Worts (Work Order Tracking System)
- Direct communications with building client making sure client requests are directed to correct areas in order for completion

## Problem Solving

Typical problems solved:

Working within a team environment, this position independently operates and maintains building systems and equipment that are critical to the functionality of the assigned facility, the comfort and safety of staff, facility users, and the delivery of client programs. The Maintenance Service Worker 3 operates complex and diverse equipment and systems with minimal or no assistance (e.g., when working alone). Equipment operated and maintained can include air, heat and cooling systems, water and waste water treatment systems & emergency power generators.

Types of guidance available for problem solving:

- Facilities Coordinator (supervisor) is the point for guidance.
- Position has access to the Facilities Manager who provides guidance as well as interpretation on complex matters.

Direct or indirect impacts of decisions:

- Direct impacts to facility and clients, including residents of the site.

## Key Relationships

Major stakeholders and purpose of interactions:

The Maintenance Service Worker 3 has regular and ongoing contact with:

- supervisor- to receive instructions, clarify requirements, and provide reports as to maintenance and repair requirements
- facility users and clients- to respond to work requests and issues relating to facility conditions, exchange information, organize service delivery, and communicate during interruption of services
- representatives of Alberta Infrastructure and other departments- to exchange information, respond to requests, and resolve issues
- contractors and suppliers- to clarify requests, monitor work, and exchange information

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
			Other

If other, specify:

**Building Operator A Certificate or 5th Class Power Plant Engineer Certificate.**

Job-specific experience, technical competencies, certification and/or training:

The Maintenance Service Worker 3 requires comprehensive knowledge of:

- government business plans, goals, strategies, and priorities as they relate to the Ministry and work area
- operations and maintenance procedures for heating and cooling systems and related auxiliary equipment
- building mechanical maintenance practices and approaches
- safe operation and maintenance of relevant tools and test equipment
- relevant provisions of legislation, regulations, directives, policies, and codes (e.g., *ABSA regulations, mechanical system and equipment standards, Site Maintenance Manuals, Occupational Health and Safety Act and WHMIS regulations, First Aid and CPR standards, Code of Conduct and Ethics, Freedom of Information and Protection of Privacy Act*)
- relevant information, building management control, and maintenance management systems and business productivity tools (e.g. Microsoft Office, Internet)

The Maintenance Service Worker 3 must have well developed and demonstrated:

- written and verbal communication skills, including ability to articulate technical issues and solutions
- interpersonal skills to interact positively with facility users, clients, contractors, and co-workers
- organizational and time management skills, including ability to prioritize multiple and competing requests for action
- problem solving skills

The Maintenance Service Worker 3 must be able to:

- plan and prioritize work, multi task, and function effectively within a dynamic work environment
- maintain focus on maintaining asset value while coordinating delivery of results at the operational level
- function independently as well as contribute within a team environment
- demonstrate initiative, sound judgment, flexibility, creativity, and attention to detail and accuracy
- demonstrate commitment to confidentiality, diplomacy, client service, and continuous improvement

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role: <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	Seeks to understand broader goals and objectives of the ministries and work area. Works with others to achieve business plans, goals and priorities.
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is open to new ideas and breaks problems down to identify solutions: <ul style="list-style-type: none"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and adapts existing practice to address problems</li> </ul>	Position is expected to deal with most issues independently and is able to reach out for assistance when needed. Is provided clear objectives and guidelines
Drive for Results	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Actively sets goals and remains open to advice	Able to identify priority items and action

		<p>on reaching them:</p> <ul style="list-style-type: none"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking information or multiples priorities</li> <li>• Operates within APS value system</li> </ul>	<p>appropriately. Has clear objectives and a plan to achieve those objectives.</p>
<p>Build Collaborative Environments</p>	<p><input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> <li>• Creates sharing opportunities</li> <li>• Actively shares, accepts and listens to others</li> <li>• Recognizes conflict, respects and discusses opinions openly</li> <li>• Supports group even to learn from mistakes</li> <li>• Recognizes differing interpretations</li> </ul>	<p>Works in a manner that aligns with the Respect in the Workplace policy.</p>