

Working Title Facilities Manager		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Properties Division Property Management Branch Events	Ministry Alberta Infrastructure
Present Class	Requested Class	Levels to Deputy Minister (Not including incumbent level)	
Cost Center			

POSITION SUMMARY: Briefly describe the main purpose of the position, and why it exists for the most part (See Management Job Description Writing Guide [Page 7](#)).

The Facilities Manager is responsible for the effective and efficient management of an assigned portfolio of government owned and/or leased facilities, with the reliable and responsive operation of facilities essential for the delivery of programs and services by Alberta Government ministries. This position manages a multi-disciplinary team of supervisors, staff members, consultants, and/or contractors providing comprehensive facilities management services, including those relating to mechanical and electrical system operation, occupational health and safety, emergency planning, security, energy management, and building and grounds maintenance.

Reporting to the Director, the Facilities Manager performs work in accordance with relevant legislation, policies, guidelines, standards, and procedures, as well as applicable municipal and code requirements.

SPECIFIC ACCOUNTABILITIES: List the most important end results or outcomes of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-8 core end results. For each end result approximately 3-6 activities should be described (See Writing Guide [Page 8](#)).

1. The assigned portfolio of facilities is operated in a safe, responsive, energy efficient, and environmentally responsible manner through provision of direction and guidance to supervisors, staff members, and contractors.

Activities:

 - Ensures that staff members and contractors understand and follow Occupational Health and Safety plans.
 - Ensures that staff members and contractors operate facilities efficiently, including adherence to energy management guidelines and programs.
 - Ensures that staff members and contractors communicate effectively with clients to support program delivery operations of ministries occupying facilities.
 - Ensures that staff members and contractors implement best practices to minimize the environmental impact of facility operations.

2. The asset value of the assigned portfolio of facilities is maintained.

Activities:

 - Establishes and manages preventative maintenance program to ensure that building components are properly maintained to obtain maximum component life.
 - Manages facility evaluations and consultant investigations to determine condition of facilities and individual components on ongoing basis.
 - Establishes multi-year major maintenance plan for facilities, including development of plan scope, cost estimates, and schedules.

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3. Property management services are delivered to the assigned portfolio of facilities through third party private sector delivery mechanisms.

Activities:

- Establishes scope, terms, and cost estimates for property management service contracts.
- Utilizes competitive procurement and contracting process maintaining adherence to interprovincial and international trade agreements as well as Direct Purchase Regulations and Administrative practices.
- Ensures contracts are administered in fair and equitable manner and in accordance with applicable terms.

4. Payable and receivable leases associated with the assigned portfolio of facilities are managed in accordance with lease terms and conditions.

Activities:

- Manages operating costs associated with leases and ensures costs are appropriately charged or paid.
- Manages provision of tenant services for leased facilities.
- Ensures rents are paid and collected for sub-tenant and receivable leases.
- Negotiates / mediates as required to resolve disputes between landlords and tenants.
- Facilitates third party real estate transactions, including estoppel letters.

5. Physical security and emergency management plans and protocols are implemented and maintained for the assigned portfolio of facilities.

Activities:

- Develops plans and manages operations to ensure that adequate physical infrastructure, manned security, and security protocols are in place to protect facilities, contents, and staff members.
- Collaborates with clients and facility users to participate in the development, maintenance, and exercise of emergency plans to prepare for, respond to, and recover from emergency situations.

6. Operating budgets for the assigned portfolio of facilities are managed in accordance with relevant policies, guidelines, and processes.

Activities:

- Develops and manages manpower, contracted operations, and utilities budgets to ensure proper control and accounting of costs.
- Manages budget and financial administration functions to ensure expenditures comply with Ministry financial and administrative guidelines.
- Identifies and explains extraordinary expenses associated with facility operations to senior Ministry representatives.

7. Human resources associated with the operation and maintenance of the assigned portfolio of facilities are managed to deliver established outcomes and develop capacity.

Activities:

- Manages staff members (e.g., recruitment, leadership and coaching, learning and development plans, workload and staffing levels plans to meet service demands, performance management).
- Facilitates resolution of issues or conflicts pertaining to functions managed and relationships with clients and stakeholders, mentoring and guiding supervisors and staff members as required.

KNOWLEDGE/EXPERIENCE: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, specialized techniques, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 9-10](#)).

In addition to extensive knowledge of facilities planning, construction, operations, and maintenance functions, particularly as they apply within the framework of Ministry guidelines and processes and applicable regulations and codes, the Facilities Manager requires an in-depth knowledge of:

- building components and systems, including how they interact and impact the functioning of the facility and the programs delivered by clients
- principles and practices relating to maintaining the asset value of facilities, including the development of short and long-term preventative maintenance and energy management plans and implementation of associated projects
- contract, lease, and project management processes, contract law, and negotiation and dispute resolution principles and practices to initiate and manage contracts and leases and resolve issues involving in-house staff, consultants, contractors, and private sector landlords
- budgeting and forecasting principles and techniques to manage facility operating budgets, as well as Ministry guidelines and processes relating to financial management and expenditure authorization

The Facilities Manager also requires comprehensive knowledge of:

- Alberta Government strategic goals and policy directions as they relate to the Ministry, division, and branch mandates
- Ministry business plan goals, organizational structure, and strategic priorities
- Ministry, division, and branch business plans, organizational structures, priorities and reporting relationships
- programs and services delivered by client ministries to anticipate facility management services required in support of client business requirements
- business and operational planning, budgeting, and accountability processes used in the Ministry and government
- human resource management practises, including experience scheduling in-house staff and contracted resources providing operation and maintenance services to owned and /or leased facilities
- emergency planning principles, including those pertaining to preparedness, response, and business resumption
- facility physical security principles, hardware, and protocols
- the political environment within which the Ministry operates and government decision-making processes
- the client and stakeholder community affected by the Ministry, division, and branch mandates
- applicable legislation, regulations, directives, and policies (e.g., *Occupational Health and Safety Act*, *Freedom of Information and Protection of Property Act*)
- relevant information systems and business productivity software

The educational requirements for this position can originate from a number of streams including:

- post-secondary diploma in a relevant trade supplemented by industry recognized courses leading to a RPA, CPM, or CFM designation, or
- post-secondary diploma in engineering technology or building science fields supplemented by industry recognized courses leading to a RPA, CPM, or CFM designation, or
- post-secondary certification as a Power Plant Engineer (minimum 4th Class) supplemented by industry recognized courses leading to RPA, CPM, or CFM designation, or
- university degree in Engineering, Commerce, or related field supplemented by courses in related management fields (e.g., legal, accounting, real estate, contracting) and industry recognized courses leading to a RPA, CPM, or CFM designation, or
- a RPA, CPM, or CFM designation

In addition, at least five years property management experience is required, including experience managing budgets, contracts, projects, leases, and human resources. Demonstrated supervisory experience and technical expertise in building-related disciplines are required.

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of integration, organization and leadership skills required to produce the results expected of the position. Provide recent examples (See Writing Guide [Pages 10-11](#)).

The Facilities Manager requires:

- consultation, interpersonal, and facilitation skills, including ability to mediate issues, negotiate solutions, and develop recommendations for issues involving a variety of requirements and perspectives
- relationship management skills and a client-focused orientation
- strategic thinking skills to work within a broadly defined conceptual framework and manage multiple complex issues, activities, and functions while delivering results
- leadership and influencing skills to build consensus, adapt to changing needs, and motivate others to accept and adopt innovative concepts and approaches
- professional judgment and decision-making skills to determine priorities and participate in committees and teams involving multiple stakeholders and sensitive strategic and/or political information
- analytical and problem-solving skills to analyze varied information and issues, assess risks, and make decisions in alignment with business plan goals; must be able to research information and analyze impact of changing and innovative practises on operation and maintenance of government owned and/or leased facilities
- verbal and written communication skills, including ability to develop and deliver presentations to key decision-makers and stakeholders and communicate complex information to clients and stakeholders
- organizational skills to manage staff and demanding responsibilities within a dynamic environment of competing and tight deadlines and changing priorities
- project planning and management skills
- human resource and financial management skills
- commitment to innovation, continuous improvement, building capacity, and client service

The Facilities Manager provides direct leadership to a multi-functional team including in-house staff, consultants, and contractors delivering property management services within government owned and/or leased facilities. This position provides direction and ensures compliance with legislation, policies, and procedures applicable to the operation and maintenance of facilities. The Facilities Manager develops and maintains collaborative relationships within the branch and Ministry and with representatives of other ministries, stakeholders and the public, and is relied on to make decisions relating to the effective, efficient, and safe operation and maintenance of the facilities.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve; the degree of originality of the solutions; and the assistance available (See Writing Guide [Pages 11-12](#)).

In addition to managing staff members and contractors providing services associated with the operation of an assigned portfolio of facilities, this position establishes and manages an operating budget and service delivery plan with contingency plans for staff and contractor changes and unforeseen expenditures. The Facilities Manager must deal effectively with unique and complex facility management problems or concerns, developing solutions in collaboration with clients, specialist resources, and senior management that minimize health and safety risks and disruption to client program delivery. Difficult or challenging situations faced by this position can include failure to key building equipment, loss of utility service, environmental issues, and response to security and emergency events.

The Facilities Manager is also relied on to resolve contract and lease disputes, including payment issues, lack of or poor performance, and default. This position applies an understanding of the legal aspects of contracts and leases and strong negotiating skills to anticipate and resolve issues, while seeking out assistance from consultants, Ministry specialists, senior Ministry staff, and representatives from Alberta Finance and Treasury Board and Alberta Justice and Solicitor General as appropriate.

The Facilities Manager must understand complex relationships and facilitate decision-making processes involving Ministry and government representatives and stakeholders with occasionally conflicting perspectives, requirements, and priorities. Sound professional judgment is required given the politically sensitive nature of information dealt with. Challenges faced require well developed and demonstrated analytical, reasoning,

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evaluation, and problem solving skills. Significant interpretative and critical thinking is required, along with the ability to facilitate decision-making processes involving senior representatives, subject matter experts, and stakeholders.

This position works within the parameters of established statutes, policies, directives, guidelines, and business plans. The Director is available to clarify broad goals, objectives, and priorities and provide consultation and guidance. Within these parameters, the Facilities Manager is delegated considerable authority to determine approaches to responsibilities.

RELATIONSHIPS/CONTACTS: Identify internal and/or external clients, partners and stakeholders with whom your position communicates and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See Writing Guide [Pages 12-13](#)).

Clients	Frequency	Nature and Purpose of Contact
Internal		
Director	Regular and ongoing	Exchange information; report on budget status; discuss issues relating to spending pressures, staffing, client, and facility requirements, etc.; plan projects; make recommendations
Project Managers	Regular and ongoing	Exchange information; identify and assess requirements; determine project scope, schedules, and budgets; schedule work within facilities; negotiate solutions to issues and concerns
Facilities Coordinators, Facilities Assistants and staff members	Regular and ongoing	Provide leadership, guidance, and supervision; review assignments; manage performance; facilitate collaboration; resolve issues
Representatives of Ministry business areas (e.g., PMCI, Realty Services, Technical Resources, Finance, HR, Communications)	Regular and as required	Exchange information; solicit expertise and advice; collaborate on issues resolution and initiatives; resolve issues
Executive Management	As required	Provide information relating to issues and action requests
External		
Representatives of client ministries	Regular and as required	Exchange and provide information relating to facilities; respond to concerns; resolve issues; plan activities; discuss program delivery requirements; collaborate on development of solutions
Contractors	Regular and as required	Exchange information; resolve issues; plan activities; discuss program needs; collaborate on solutions; ensure contract terms are met
Landlords	As required	Exchange information; resolve issues; plan activities; discuss program needs; collaborate on solutions; ensure lease terms are met
Consultants	As required	Exchange information; identify and assess requirements; establish options, costs, and recommendations to address issues
Public	As required	Listen and respond to concerns; discuss issues

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide [Pages 13-14](#)).

Long-term direction and key priorities for the Property Management branch are determined by senior Ministry and government officials, with relevant legislation, regulations, and policies providing broad parameters for operations. As a member of the management team for a designated area, this position is jointly responsible for contributing to the achievement of relevant branch, division, and Ministry goals. The work carried out is

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide [Pages 13-14](#)).

complex, politically sensitive, and affected significantly by decisions and priorities established in Alberta Government and Ministry business plans, as well as being impacted by the priorities and expectations of client ministries and stakeholders.

The Facilities Manager is delegated significant freedom to plan, organize, and manage work associated with the provision of facilities management services for an assigned portfolio of government owned and/or leased facilities. This position ensures that the assigned portfolio of facilities is operated in a safe, effective, and reliable manner through management of a team of staff, contractors, consultants, and other resources. In addition, the Facilities Manager is directly accountable for managing an operating budget, making decisions as to service delivery functions, and developing plans for long-term major maintenance requirements.

Decisions and actions of this position have a direct impact on staff and contractors providing facilities management and operations services, staff working within the facilities, stakeholders, and the public. The safety of staff, clients, contractors, and the public is directly impacted by decisions made by the Facilities Manager, as are program delivery requirements of client ministries. Decisions and actions also have the potential for considerable financial, business, and political risks.

CHANGES SINCE LAST REVIEW: Identify significant changes, that have impacted the major responsibilities and accountabilities assigned to your position since the last review (See Writing Guide [Page 14](#)).

COMPARABLE POSITIONS: List comparable GOA benchmarks (See Writing Guide [Pages 14-15](#)).

ORGANIZATION CHART: A current organization chart that includes supervisor, peers and staff MUST be attached. Include whether employee is permanent, wage, temporary or contract and indicate position numbers (See Writing Guide [Page 15](#)).

Signatures

The signatures below indicate that the manager (incumbent) and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (See Writing Guide [Page 15](#)).

Incumbent

_____	_____	_____
Name	Signature	Date

Director

_____	_____	_____
Name	Signature	Date

Executive Director

_____	_____	_____
Name	Signature	Date

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.