

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Facilities Coordinator	Name
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Position Number	Reports to Position No., Class & Level Manager	Division, Branch/Unit Properties, Property management/ Edmonton/Calgary Lease Portfolio	Ministry Infrastructure
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Present Class	Requested Class
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Cost Centre

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

This position is responsible for the operation and maintenance of an assigned building (or land) portfolio through the supervision of in-house staff members and/or the administration of Total Property Management (TPM) contracts, leases, Transportation Utility Corridor (TUC) agreements, and/or Alberta Schools Alternative Procurement (ASAP) agreements. In addition to demonstrated leadership skills, the Facilities Coordinator requires significant business administration and technical expertise to ensure the assigned portfolio is operated and maintained in accordance with established standards and guidelines and meets client and program delivery requirements.

This position has a key role in planning and developing contract specifications, administering contracts and agreements, and monitoring associated deliverables for compliance and quality assurance. The Facilities Coordinator also oversees the activities of service providers associated with various agreements and contracts (e.g., TPM, tenant services, leases, TUC) and/or supervises in-house staff members to ensure client and Ministry service delivery standards are met.

This position provides input to budget development and forecasts for the assigned portfolio, as well as monitoring expenditures and recommending approval of payments to contractors. In addition, the Facilities Coordinator coordinates the development of maintenance, occupational health and safety, security, and emergency plans for the assigned portfolio. This position also has a project coordination component, taking a lead role in identifying, prioritizing, and scheduling work for service and construction projects associated with building (or land) operations and maintenance. Also, this position oversees the activities of consultants and contractors associated with projects and liaise with project stakeholders to ensure projects undertaken to enhance the asset value of government-owned and leased space are completed in accordance with established requirements and with minimal disruption to clients.

The Facilities Coordinator works closely with clients, contractors, landlords, Ministry representatives, and the public to ensure the assigned building (or land) portfolio is operated and maintained in a safe, cost-effective, and efficient manner. Reporting to the Facilities Manager, this position functions within the parameters of applicable legislation, regulations, policies, directives and guidelines.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Coordinates and administers operation and maintenance services to maintain asset value of the assigned portfolio.

Activities:

- Oversees day-to-day operations and maintenance of the assigned portfolio, including coordinating and ensuring timely and appropriate responses to client work orders, questions, and concerns.
- Plans, assesses, and coordinates delivery of preventative maintenance program for the assigned portfolio (e.g., water treatment and FMS).
- Plans, assesses, and coordinates delivery of maintenance program for the assigned portfolio, including developing recommended renewal strategies and completing ReCAPP and Facilities Evaluations.
- Implements projects: including researching, planning, and preparing project estimates; providing project rationale; identifying, prioritizing, and scheduling associated work; and ensuring work is completed in accordance with established guidelines and timelines.
- Ensures service delivery associated with operation and maintenance of the assigned portfolio meets client and Ministry standards by providing input on service levels, monitoring activities of service providers, measuring and reporting on service deliverables, and determining client satisfaction with service delivery.

2. Oversees and coordinates resources and programs to facilitate the safe, cost-effective, and efficient operation and maintenance of the assigned portfolio in accordance with established standards, guidelines, codes and legislation.

Activities:

- Provides input to development of contracts for maintenance **services**, operations services, **and projects**; including: drafting contract language pertaining to scope, time, dollars, and technical specifications; assists with procurement processes for contract services; and oversees contract delivery phases by ensuring terms are met, monitoring expenditures, reporting status, ensuring quality assurance standard are met, and facilitating communication with contractors, clients, Facilities Manager, and Project Managers.
- Coordinates and oversees human resources associated with the provision of operations and maintenance services for the assigned portfolio, including providing guidance to contracted service providers and/or supervising in-house staff members (e.g., recruitment; allocation of workload; performance management; training and coaching; performance and learning planning).
- Administers financial resources associated with operations and maintenance services for the assigned portfolio, including providing input to budgets and forecasts, monitoring expenditures, recommending payments to contracted service providers, and functioning as designated Expenditure Officer.
- Plans, assesses, and coordinates delivery of occupational health and safety functions for assigned portfolio, ensuring completion of hazard assessments and incident investigations and compliance with safe operating procedures, occupational health and safety codes, and prime contractor guidelines.
- Plans and coordinates delivery of security and emergency management programs for assigned portfolio, including ensuring Facility Emergency Response Plans (FERP) are developed and updated for each facility as appropriate.

3. Coordinates delivery of maintenance and tenant improvement projects for assigned portfolio that enhance asset value within the area; ensuring compliance with established standards, guidelines, codes, and legislation.

Activities:

- Initiates and coordinates consultant investigations, including selecting consultants, coordinating visits, obtaining proposals, liaising with project stakeholders for input and information, and developing reports as to consultant findings and cost estimates.
- Defines consultant scope of work for projects, recommends retention of consultants, and oversees work of consultants during design and contract preparation phases of projects, including determination of project scope and timelines; reviews and obtains approvals for contracts and other documents.
- Coordinates tendering of projects in accordance with established guidelines and recommends contract awards.
- Oversees project implementation and associated contract administration functions, including chairing project meetings, recording minutes, preparing and updating project status using scheduling and critical path tools, coordinating work with project stakeholders (e.g., Facilities Managers, clients, consultants, contractors, owners, in-house resources), and liaising with stakeholders throughout project phases to address and resolve issues.
- Identifies safety, security, and alternate space requirements associated with projects, including those related to client work disruptions; negotiates solutions, addresses issues, resolves conflicts, and coordinates temporary changes to work space as required.

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- Coordinates work of multiple contractors on project work sites and assigns and directs work of other representatives involved with project delivery; anticipates requirements of contractors and service providers and develops schedules to minimize down time and facilitate efficient project delivery in accordance with timelines.
- Coordinates telephone and data services and installations; equipment, workspace and client moves; and furniture installations and reconfigurations associated with project work.
- Performs site inspections, completes documentation for changes and change orders, coordinates associated approval processes with project stakeholders as required, and ensures project specifications are met.
- Tracks project budgets, monitors expenditures, recommends approval of invoices for assigned projects, and functions as designated Expenditure Officer.
- Performs final inspections of project work and prepares letters of interim and final acceptance associated with project completion.

4. Provides leadership to facilitate provision of high quality and responsive operations and maintenance services for the assigned portfolio, ensuring buildings and facilities (or land) support requirements of clients and Albertans accessing government programs and services in safe, cost-effective and efficient manner.

Activities:

- Promotes and demonstrates core values of the Government of Alberta (Respect, Accountability, Integrity, Excellence).
- Champions and supports commitment to and compliance with relevant Property Management and government programs and initiatives within the assigned portfolio.
- Leads by example and models appropriate and service-oriented behaviour when interacting with clients, contractors, Ministry and government representatives, and the public.
- Promotes and ensures a culture of safety throughout assigned portfolio.
- Develops and maintains effective relationships with stakeholders with interests in the operation and maintenance of the assigned portfolio (e.g., clients, contractors, Ministry and government representatives, public).
- Develops and/or contributes to information, briefings and action request responses pertaining to operations and maintenance issues associated with the assigned portfolio.
- Participates actively in committees and working groups, providing relevant perspectives relating to operations and maintenance services aimed at maintaining asset value of government-owned and leased buildings and land.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

This position coordinates the planning, delivery, and evaluation of operations and maintenance services, **including project** delivery associated with maintaining asset value for an assigned building (or land) portfolio. The work directly impacts clients (e.g., employees of departments, boards and agencies) providing government programs and services to Albertans, with the Facilities Coordinator ensuring facilities (or land) within the assigned portfolio are operated and maintained in a safe and cost-effective manner and in alignment with relevant client and Ministry service delivery standards.

Operations and maintenance services are provided for diverse facilities and assets (e.g., office spaces, boiler and electrical rooms, garages, learning spaces, computer rooms, land). As noted, services are provided through supervision of in-house staff members and/or administration of contracts, leases, and/or agreements depending on the nature of the assigned portfolio. The Facilities Coordinator is relied on to ensure operations and maintenance services are delivered in a manner that supports and facilitates the business operations and program delivery accountabilities of clients.

In addition to comprehensive understanding of the technical and business administration aspects of building (or land) operations and maintenance, this position must understand and appreciate client business requirements as they relate to programs and services being delivered. The Facilities Coordinator consults with clients to resolve conflicting priorities and requirements pertaining to building (or land) operations and maintenance, and negotiates the delivery approach for service and maintenance projects that may impact multiple client departments providing diverse program operations.

This position is delegated considerable independence when determining priorities and areas of focus, exercising professional judgment and discretion when carrying out activities, working with diverse clients and stakeholders, and coordinating services and projects with demanding and concurrent deadlines. Matters with potential for significant impact on client business and program operations or resource allocation are discussed with the Facilities Manager and/or Project Manager, who is also available for assistance when dealing with highly sensitive or contentious situations relating to the

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assigned portfolio.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, 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 12-14](#)).

The Facilities Coordinator requires comprehensive knowledge of:

- government strategic goals and policy directions as they relate to the Ministry, division and branch mandates
- business plans, priorities, and organization and decision-making structures of the Ministry, division and branch, as well as resources and skill bases available within the Ministry
- property management concepts and techniques including, but not limited to, building maintenance and operations; lease document interpretation; insurance; ethical, financial and environmental considerations; health and safety, budgeting and accounting; facilities operations; property management, and/or lease and contract administration, as well as familiarity with concepts relating to contract law and real estate law
- government and Ministry policies and guidelines pertaining to budgeting, forecasting, accounting, and contract administration
- project coordination/management methodologies and processes
- the client and stakeholder community affected by the branch and division mandates, including relevant organizations, committees, and advisory groups
- the political environment in which the Ministry operates
- relevant legislation, regulations, standards, and codes (e.g., building electrical and mechanical systems and equipment standards, security and emergency management guidelines, building and fire codes, Occupational Health and Safety Act, Freedom of Information and Protection of Privacy Act)
- applicable information management and business productivity software (e.g., Microsoft Office)

The Facilities Coordinator requires well developed and demonstrated:

- interpersonal and relationship management skills to interact with diverse clients, contractors, landlords and stakeholders and develop solutions for issues involving various perspectives
- leadership skills, including ability to champion progressive approaches to the maintenance of asset value and influence others to commit to innovative approaches
- problem solving and decision making skills, including ability to research and analyze information obtained from varied sources and develop solutions and recommendations for consideration of decision-makers
- written and verbal communication skills, including ability to articulate technical issues and solutions for diverse audiences and prepare reports and correspondence in response to requests for information level (including requests originating from ministerial offices)
- mediation and conflict resolution skills to resolve client, landlord, contractor and other complex issues
- contract management skills
- project coordination skills
- time management and organizational skills
- human resource management skills to supervise staff directly and/or provide guidance to contractors
- commitment to client service and responsiveness, teamwork, and continuous improvement

The Facilities Coordinator must be able to:

- interpret contract and lease documents
- pro-actively anticipate and plan for services, programs and initiatives associated with safe, cost-effective and efficient operation and maintenance of a building portfolio
- prioritize work, multi-task, and function effectively in a dynamic work environment
- maintain a strategic focus to maintaining asset value while coordinating delivery of operations and maintenance results at the operational level
- function independently as well as lead and contribute effectively within a team environment
- consistently demonstrate initiative, professional judgment, political sensitivity and creativity
- demonstrate high level of self-management skills with strong results orientation

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide **Pages 14-15**).

The Facilities Coordinator has regular and ongoing contact with:

- clients (e.g., employees of government departments, boards and agencies) and landlords to address operations and maintenance issues and concerns; ensure satisfaction with service delivery; provide options; exchange information; and facilitate problem solving
- contractors to resolve issues pertaining to delivery of services and/or projects; provide guidance; exchange information
- Facilities Manager and other branch and division staff and management representatives at the regional, area, and head office levels to exchange information; resolve issues; network