

**TITLE: DISTRICT MAINTENANCE TEAM LEAD OR
AREA MAINTENANCE TEAM LEAD**

CLASSIFICATION: TECH 4

ORGANIZATIONAL CONTEXT

Regional Operations Branch is the front-line service delivery branch within Parks Division of the department of Forestry and Parks. Regional Operations is responsible for enabling outdoor nature-based recreation across over 260 high-value sites and facilitating the use of approximately 12 million visitors annually. Regional Operations consists of a peak summer operating season team of over 700 permanent and seasonal staff, and is responsible for the delivery of an eclectic range of front-line public services ranging from safe water plant operation to engaging interpretation stage shows.

The District (or Area) Maintenance Team Lead operates within the Maintenance and Municipal Services Stream to ensure that Park facilities, grounds, equipment, and vehicles are maintained, serviced, cleaned and operated in a manner which provides a quality visitor service.

The District (or Area) Maintenance Team Lead falls under the following organization:

MINISTRY: FORESTRY AND PARKS

DIVISION: PARKS

BRANCH: REGIONAL OPERATIONS

WORK UNIT: GEOGRAPHIC REGION/AREA/DISTRICT

JOB OVERVIEW

The District (or Area) Maintenance Team Lead is a leadership role within Regional Operations that ensures that Alberta Parks sites, infrastructure, and assets are regularly maintained so that a high-quality park visitor experience is available for Albertans. This position contributes to protecting the health and safety of park visitors and staff; maximizing the life span of infrastructure, and ensuring effective use of equipment and facilities.

Reporting directly to the Area Manager, the Maintenance Team Lead is directly accountable for all maintenance operations at either a District or Area Level. Leadership of maintenance operations at a district or area level includes: training supervision and oversight of maintenance staff within the program; overall program coordination and organization, identification of maintenance outcomes & requirements, and budgeting skills. The Maintenance Team Lead oversees a team of several permanent and wage maintenance staff in the delivery of program objectives.

The Maintenance Team Lead is expected to exercise technical expertise and knowledge in the operation of Parks assets including building, roads, utilities, trails, playgrounds, and other infrastructure. The Maintenance Team Lead will ensure that all required regulatory inspections and maintenance requirements are met within the district or area. The position is also responsible for overseeing service contracts and supervising contractors in the delivery of maintenance, servicing and repair outcomes.

Being directly accountable for Maintenance Program outcomes the Maintenance Team Lead will interact with a variety of stakeholders including contractors, visitors, other program team leads, and outside agencies in relation to

maintenance concerns and issues. The Maintenance Team Lead is responsible for proactive, professional and timely communication with these stakeholders.

The position also provides input and expertise into asset management decisions, park facility operation plans, and is looked to for continuous improvement of service delivery through innovation and collaboration.

The work performed must meet required quality standards, be reflective of visitor needs and organizational priorities, comply with applicable divisional and departmental guidelines and policies, and be completed in accordance with OHS policies and regulations.

ACCOUNTABILITIES

1. Leading a team of district (or area) maintenance staff to ensure all work is performed correctly, efficiently, and safely by the following actions:

- Setting clear objectives and providing overall priorities for the program in conjunction with the Area Manager.
- Conducting regular team meetings with staff to keep them apprised of pertinent program updates and to allow staff to provide feedback.
- Developing appropriate work plans for the maintenance program
- Assigning tasks, scheduling staff in order to provide required services, and ensuring appropriate reporting of work hours.
- Recruiting to vacant salary and wage positions.
- Ensuring appropriate training plans are in place and all maintenance staff receive a detailed orientation and task specific training.
- Validating and approving direct reports time, attendance, and expense claims and support supervisors in this task for their wage employees.
- Monitoring and evaluating work being performed by staff to ensure required quality standards are being met and implementing corrective measures if required. Conduct performance appraisals for direct reports and support direct reports in completing performance appraisals for their staff.

2. Administer Area (or District) maintenance budget while adhering to all policies and procedures.

- Ensure that maintenance expenditures occur within approved budget
- Ensure all procurement for goods and services complies with appropriate policies and procedures
- Forecast budget pressures and requirements for maintenance program to Area Manager in a timely fashion.
- Ensure prompt submission of invoices, timely reconciliation of departmental p-card, and completion of personal expense claims all staff within program.
- Purchase materials, supplies and services as authorized to do so.

3. Lead the maintenance of parks grounds and facilities in a wide geographic area in order to provide a safe, high quality visitor experience and maximize the life span of facilities by:

- Develop preventative maintenance and site servicing schedules and standards in conjunction with provincial guidance, and support from Regional Infrastructure team members.
- Develop and implement continuous improvement of preventative maintenance programs within the district or area.
- Monitor and review visitor feedback and respond to concerns in a systematic and productive manner in order to improve overall visitor experience.
- Ensure that all site and facility serviceability inspections are completed on an ongoing basis to identify concerns, deficiencies, and hazards.
- Ensure identified maintenance deficiencies are corrected in a timely manner by assigning staff and/or coordinating contracted trades where required.

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- Coordinate the hazardous tree removal program in park facility areas, in conjunction with other appropriate specialist staff or contractors.
- Perform (where appropriate) specialized operations such as track setting and trail grooming if required.
- Operate various light and heavy-duty equipment as qualified (chainsaw, OHV, tractor loaders, graders, excavators, groomers etc.).
- Coordinate, assign, contract and oversee the completion of various maintenance tasks such as grass cutting, garbage collection, janitorial work, equipment operation, landscaping, painting, snow clearing, chain sawing, etc.

4. Ensure the operation of various utility systems (as applicable) in accordance with relevant standards and regulations to ensure ongoing and safe provision of drinking water and waste water removal/treatment by:

- Exercising responsibility for effective start up and shut down of seasonal facility water systems (as applicable)
- Ensuring that all appropriate regulations and guidelines are adhered to for the operation of drinking and waste water systems in respective parks, and that all appropriate records and inspections are appropriately recorded and maintained.
- Troubleshooting and performing basic maintenance tasks on water distribution pumps, pipes, and valves, and Arrange for repairs / replacements to park utility systems as required.
- Ensure that facility electrical systems are maintained and that any issues are located and repaired in a timely fashion.
- Arrange for repairs/replacements to park utility systems in conjunction with the regional infrastructure team.

5. Planning and managing the maintenance equipment and fleet vehicles in order to ensure effective maintenance program operation:

- Developing vehicle and equipment preventative maintenance and servicing schedules in conjunction with provincial guidance, and support from provincial Fleet support.
- Ensuring annual equipment/vehicle certifications are scheduled and completed as required.
- Coordinating and/or performing repairs and preventative maintenance of equipment and vehicles as required to ensure safe and efficient operation.
- Identifying equipment replacement/acquirement needs to manager in order optimize program delivery.

6. Managing assigned service contracts to ensure effective and efficient service delivery and adherence to all contact terms and conditions by:

- Ensuring that contracted services are delivered as required by the contract, and function as the contract manager where applicable.
- Taking steps to rectify non-compliance issues and work to resolve contracting issues with involvement of Area Manager as required.
- Where required, assist the contract management in assessment of the performance of facility operator maintenance responsibilities.
- Where required assist at the technical subject matter expert in development of contract requirements.

7. Assisting with planning and delivery of life-cycle maintenance and replacement projects by:

- Completing the district (or Area) level annual operational maintenance plan, including work plans for each Park Maintenance Supervisor (and/or crew leads) as appropriate.
- Providing input regarding facility repair/replacement needs (including detailed input into the Capital Maintenance and Renewal (CMR) process).
- Providing site-level expertise regarding visitor needs and common complaints/concerns.

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- Ensuring coordination of ongoing maintenance and capital construction projects to avoid any conflicts.
- Supporting capital project delivery as a field representative (as required).
- Act as subject matter expert for input when required by capital team.

8. Administer the District (or Area) occupational health and safety program for maintenance staff including:

- Demonstrating team leadership in safety culture and practices.
- Provide appropriate worksite health and safety training to all subordinate staff, and ensuring subordinate staff are appropriately trained for all required job tasks.
- Ensuring staff complete all worksite health and safety orientation and job specific training and reviewing applicable hazard assessments prior to completing a task.
- Ensuring all staff complete required all incident reporting and health and safety documentation.
- Coordinating and completing work using appropriate safe job practices and safe work procedures. Providing input into the development of safe job practices and safe work procedures.
- Ensure that site safety inspections are assigned and completed as per park safety inspection schedule.
- Working with the Regional OHS committee to identify any gaps or possible improvements to the Parks OHS program.

JOB REQUIREMENTS

Required Education: Two Year Technical Diploma in a related field plus two years of related experience; or equivalent as described below. Related fields can include pertinent trade certificates (plumbing, carpentry, electrician, mechanics etc.) or related technical training such as engineering technology, building or project management.

Directly related education or experience considered on the basis of: 1 year education for 1 year experience, or 1 year experience for 1 year of education.

- The ability to lead a large team and to work with diverse staff and contractors
- Interdisciplinary knowledge of relevant trades such as plumbing, electrical, carpentry, and mechanical systems.
- Project Management training is an asset
- Good teamwork and the ability to collaborate with other Parks staff to find effective solutions.
- Knowledge of legislation in relation to potable water and wastewater discharge and ability to operate water treatment system equipment.
- Small water/waste water system certification (or higher level certification is an asset).
- Knowledge of Occupational Health and Safety legislation, policy, and guidelines
- Knowledge of procurement and contracting processes and the rules within the GOA is an asset.
- Well-developed organizational and time management skills
- Excellent written and verbal communication skills
- Knowledge of and ability to use computers, mobile devices, and apps
- Knowledge of contracting process and ability to supervise contractors
- Knowledge of emergency management process and procedures is an asset.
- Ability and training in the operation of heavy equipment and various tools
- Valid First-Aid certificate
- WHMIS
- Valid Class 5 driver's license. Class 3 Drivers License with air brake endorsement is an asset.

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BEHAVIOURAL COMPETENCIES

Creative Problem Solving- Level C

- Engages the community and resources at hand to address issues:
- Engages perspective to seek root cause
- Finds ways to improve complex systems
- Employs resources from other areas to solve problems
- Engages others and encourages debate and idea generation to solve problems while addressing risks

Agility- Level C

- Identifies and manages required change and the associated risks:
- Identifies alternative approaches and supports others to do the same
- Proactively explains impact of changes
- Anticipates and mitigates emotions of others
- Anticipates obstacles and stays focused on goals

Makes decisions and takes action in uncertain situations and creates a backup plan Drive for Results- Level C

- Takes and delegates responsibility for outcomes:
- Uses variety of resources to monitor own performance standards
- Acknowledges even indirect responsibility
- Commits to what is good for Albertans even if not immediately accepted
- Reaches goals consistent with APS direction

Develop Self and Others- Level C

- Plans according to career goals and regular development:
- Aligns personal goals with career goals
- Leverages strengths; attempts stretch goals
- Provides feedback and openly discusses team performance
- Values team diversity, and supports personal development

Systems Thinking- Level B

- Considers inter-relationships and emerging trends to attain goals:
- Seeks insight on implications of different options
- Analyzes long-term outcomes, focus on goals and values
- Identifies unintended consequences

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