



MAINTENANCE MANAGER

Purpose of Position

The Maintenance Manager reports to the Director, Operations and is responsible for supporting all Greater Victoria Harbour Authority (GVHA) repairs and maintenance projects, maintenance services, including landscaping and waste management, and event implementation. This position also leads GVHA's Occupational Health & Safety committee.

Position Links

The Maintenance Manager develops and maintains relationships with:

Internal:

- Director, Operations (DO)
- Operations Administrator (OA)
- Maintenance Crew (7+ direct reports)
- Manager, Marinas (MM)
- Director, Infrastructure (DI)
- Asset Management Coordinator (AMC)
- HR Generalist
- Other GVHA Corporate and Operations staff

External:

- Western Stevedoring
- Customers/clients
- Stakeholders
- Contractors
- Suppliers/Vendors

Specific Accountabilities

Maintenance:

- Oversees and participates in GVHA's repairs and maintenance projects, and maintenance services including: basic plumbing, electrical, carpentry, painting, concrete, masonry, asphalt, landscape, machinery, engines and other equipment
- Ensures all facilities are maintained and operational during operating hours according to seasonal timetable

Planning/Scheduling/Administrative:

- Oversees the development and coordination of work plans for maintenance or capital projects, and maintenance services delivery and implementation
- Oversees the coordination and allocation of maintenance staff to implement work plans and maintenance services delivery
- Oversees and develops preventative maintenance program as well as manages unanticipated projects
- Acts as a resource for operation meetings
- Coordinates permits when required for maintenance projects
- Receives technical support from DI in design and coordination of maintenance projects
- Assists DI in ensuring all projects and activities meet the requirements of municipal by-laws, federal and provincial standards, codes, and laws. Also follows the requirements of WorkSafeBC and Labour Canada
- Creates or updates standard operational policies and procedures relating to maintenance in collaboration with OA
- Prepares specific reports for incidents, operational issues and safety hazards as required

Purchasing/Inventory:

- Purchases materials and services, and maintains inventories in a cost-effective manner following GVHA policies and procedures
- Obtains quotes and hires contractors to carry out planned or emergency repairs when necessary, and monitors contractors to ensure specifications are being met

Occupational Health & Safety:

- Fulfills the role of Management co-chair of GVHA's Occupational Health & Safety (OHS) committee; oversees and participates in the functioning of GVHA's OHS Committee including OHS communication and regulatory reporting
- Assists in developing health and safety policies and procedures that conform with the current legislation and industry best practices and ensuring they are being enforced and followed
- Fosters a workplace safety culture in which all staff work together to ensure workplace safety (e.g. training, coaching)
- Oversees conducting of safety inspections of all facilities and ensures proper documentation is completed
- Ensures that all work performed is done safely and in accordance with regulatory requirements
- Ensures GVHA equipment and facilities are used in accordance with established safe working practices and procedures
- Participates in emergency clean-up operations (e.g. oil spills) and responds to fire and/or security alarms during working hours
- Ensures a high level of staff, contractor and public safety at all facilities through development of operational and commercial policies/procedures that support the corporate OHS policy

Human Resources:

- Manages recruitment, terminations, supervision and performance management for direct reports
- Conducts performance reviews for direct reports
- Provides direction, training, coaching and motivation to direct reports
- Organizes maintenance crew time sheets and submits to OA for payroll input

Client/Customer Relations:

- Ensures a high level of customer service is provided to clients/customers
- Establishes and maintains ongoing lines of communication between GVHA and clients/customers

Financial:

- Develops a repairs and planned maintenance budget, including operational labour requirements, and participates in monitoring expenditures for repairs and maintenance
- Develops and maintains tracking system for cost of maintenance work for invoicing
- Ensures that appropriate repairs and maintenance charges are assessed to the correct facility and verifies accuracy of maintenance invoices prior to payment

Financial Responsibility

- Corporate Credit Card spending up to \$5,000.00
- Signing authority up to \$10,000.00 for purchase of chattels or service and contractors

Supervision

- Supervises up to seven direct reports, and up to four additional seasonal reports

Tools/Equipment

- Operates standard office equipment including computer software
- Operates communication devices

- Operates small hand tools, chain saw, landscape equipment
- Operates motorized vehicles including forklift, bobcat, work boats, work truck and has a valid operating licence for each
- Sewage pump-out equipment

Working Conditions

- Maintenance office/shop environment, as well as in the field, in and around all GVHA property
- Regular, full-time position. Working hours are typically Mondays to Fridays, 7:00 a.m. to 3:30 p.m.
- Occasional evening and/or weekends due to operational requirements or emergency situations
- On call availability for answering service for after-hours maintenance issues
- Exposure to all weather and operating conditions

Experience and Education

- Trades certificate in a related field preferred
- Minimum 3 years of experience in a commercial marina environment preferred
- Minimum 3 years of leadership experience
- Experience in the field of Occupational Health & Safety
- Experience in basic electrical (including marine), carpentry, mechanical, plumbing, building maintenance, dock construction and repair, concrete, masonry, welding and metal work, landscaping, and custodial work
- Project Management experience preferred
- Financial management experience preferred
- Proficient in MS Office (Outlook, Word, Excel)
- Experience working with the public
- Valid Class 5 Driver's License
- Valid First Aid certificate preferred
- Valid PCOC preferred

Knowledge, Skills and Abilities

- Working knowledge of marine: terminology, infrastructure, tourism, customer service, and maintenance
- Working knowledge of relevant legislation and regulations including: WHMIS, Canada Labour Code, and WorkSafe BC
- Excellent leadership and supervisory skills
- Excellent communication skills
- Strong organizational/scheduling skills and attention to detail
- Strong analytical and problem solving/collaboration skills
- Strong relationship building and customer service skills
- Ability to establish and maintain effective relationships with a variety of groups or individuals to meet GVHA objectives
- Ability to adapt to changes in work environment, work assignments, and/or changes in organizational priorities
- Ability to exercise tact, good judgment, discretion, and flexibility in providing service to customers
- Ability to manage and organize concurrent projects while taking into consideration changing priorities and deadlines, emerging issues, impact of decisions, and competing and conflicting demands
- Creative and innovative thinker. Ability to identify alternative approaches and develop solutions for maintenance and safety issues