

Support Job Position Description

Section I: Position information

Effective date 2024-12-09 <input type="checkbox"/> Update only <input checked="" type="checkbox"/> Classification review	
Position title	Facilities Operations Administrator
Position number	999562
Classification level	Range 2
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded
Location	Place-Based
Department	Facilities and Services
Reports to	Coordinator, Operations (998986)

Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Coordinator, Operations the Facilities Operations Administrator's role is key to supporting Facilities and Services planning, activities, initiatives, operations, and maintenance in the department. The position supports the implementation of the university's facilities operational services, maintenance and capital planning, space and integrated workplace strategies. The position maintains information and prepares reports required for internal or external stakeholders. The position is responsible for maintaining databases related to facilities assets, space allocation and facility assessments and projects. This position must liaise with all levels of staff across the university and provide support at all university locations (Athabasca, Edmonton, and Calgary).

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Department Administration (70%)

- Provides support to the Coordinator, Operations on matters related to developing and implementing operational and strategic initiatives in Facilities and Services, including maintaining data, generating reports and conducting analyses of information to support capital and operating budgets and plan submissions, and various ad hoc proposals.
- Researches, compiles and analyses information, and prepares initial drafts of reports, proposals, correspondence, for internal or external stakeholders.
- Assists in departmental operational and budget planning, including analysis and the preparation of reports.
- Provides support to the procurement of goods and services required for projects and services, including sourcing vendors, preparation of RFPs, obtaining quotes and working with vendors on matters related to the delivery of the goods and services.
- Liaises with other AU departments and with external contacts such as contractors, vendors, and government agencies.

- Liaises with tenants and landlords on matters related to leases (lessees and lessor) and other contracted service providers.
- Maintains files related to AU vehicles and coordinates with Enterprise Risk and Resilience on matters related to driver approval, insurance and accidents.
- Coordinates the disposal of assets, including furniture, equipment and vehicles, that are no longer required with Financial Reporting and Operational Services.
- Maintains internal and external facilities and building maintenance management systems (i.e., GOA-VFA).
- Maintains databases related to facilities assets, facility assessments, maintenance and projects.
- Maintains current database of space allocation, floorplans, workstation addresses, and university interior signage.
- Assists in developing and revising Facilities and Services policies and procedures (university-wide and internal), ensuring compliance with AU's policy framework.
- Performs other duties as assigned.

Interior Operations 15%

- Assists in the design, allocation and set up of functional space in line with the university's space allocation and workplace strategies.
- Ensures university policy, industry best practices, and cost containment principles are applied to space utilization and interior design logistics. Ensures equity and consistency while meeting user's functional and ergonomic space requirements.
- Coordinates logistics through the Coordinator, Building Maintenance and Projects, with respect to the assembly, movement, and set up of furniture, fixtures, and equipment in relation to the university's space allocation and workplace strategies and special events.
- Maintains space usage data and reviews current space usage practices, including identifying space usage needs.
- Assists in the development, coordination and administration of facilities services programs such as janitorial, convenience copying, confidential/recycling, courier/mail/shipping, building operations, and ad hoc service requirements.
- Serves as the day-to-day contact with respect to the provision of janitorial services in matters related to service requests or level of service.

Facilities and Special Events Support (15%)

- Assists with the planning, procurement, and delivery of supplies, fixtures, and equipment for university functions, such as convocation, special events, and ceremonies.
- Sits on committees as a representative of the Facilities and Services as requested.
- Provides administrative and operational assistance in the department as needed.
- Performs other duties as assigned to support Facilities and Services operations.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors**Context and complexity**

- Ability to work independently and as a team member in a varied-paced environment. This position requires tact, independent decision making, and effective time management, interpersonal and communication skills, and the ability to multi- task on a consistent basis.
- Ability to make recommendations to ensure Facilities and Services operational processes best meet the needs of the department and university.
- Ability to handle confidential or sensitive issues is essential, as is a working knowledge of protocols for dealing with internal and external stakeholders including the President's Office, deans, department heads, government officials, visiting dignitaries, and others.
- Has a high level of tolerance to disruptions, uncertainty, and adaptability to variable work conditions.
- Ability to maintain and organize a variety of information in both hard and electronic form and ensure circulation, retention, and retrieval is quick and simple.
- Possess well-developed computer skills and knowledge of retrieving information from databases, creating and maintaining spreadsheets, creating requisitions and encumbrances, updating, and retrieving the physical key inventory system, and other software programs as required.
- Ability to compile information and prepare reports to support capital and operating budgets and plan submissions, and various ad-hoc proposals.
- Ability to research information from a variety of sources to develop and prepare reports and correspondence for internal and external distribution.
- Provide innovative, cost effective, and functional workplace solutions. The individual is required to design and schedule projects while minimizing the impact on staff and department specific operations.
- Simultaneously coordinate and execute multiple activities with imposed and identified deadlines. Requires the ability to troubleshoot, prioritize and reprioritize as required.
- Respond to requests from all levels of staff while adhering to applicable policies and guidance from the Director, Senior Leadership across AU and others within Facilities and Services.
- Ability to escalate problems to one's supervisor, as required.
- A general knowledge of building operations, including mechanical, electrical, and general facilities services.

Work problems

- Ability to conduct research, summarize background information, and prepare reports.
- Ability to analysis information and prepare reports to support budgets and plan submissions, and various ad-hoc proposals.
- Work involves answering routine and more complex queries related to projects and day-to-day issues.
- Evaluate current space configurations and make recommendations on people-space allocations based on assessing functional space requirements, day-to-day operations of the related department, and individual ergonomic and workspace needs.
- Must be able to prioritize incoming work against current requests.
- Required to deal effectively with stressful situations as they may pertain to delays, scheduling conflicts, user expectations, and personality conflicts.

Authority

- Work independently and exercise judgment of when to escalate concerns to one's supervisor.
- Responsible for prioritizing work assigned and revising schedules to accommodate changing priorities.
- Independently liaise with external service providers, suppliers, and contractors as outlined within university policies and guidelines.

Contacts and communications

- Maintain regular communication and positive and effective working relationships with all levels of staff with respect to a variety of matters related to this role.
- Strong written and oral communication skills are essential.
- Required to uphold the highest degree of confidentiality, integrity, and discretion as this position has access to confidential information.
- Independently liaise with external service providers, suppliers, and contractors as outlined within university policies and guidelines.

Signatures for section I

Incumbent signature		Date
Supervisor signature		Date

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- A Business Administration Diploma and at least three (3) years’ administrative experience (preferably in a post-secondary environment). An equivalent of education and experience may be considered.
- Experience with data entry and maintaining databases.
- Experience in research, generating reports, and preparing regular and ad hoc reports.
- General accounting knowledge and experience with procurement, accounts payable and budget monitoring is considered an asset.
- Knowledge of general facilities operations, practices, policies, procedures and terminology, as well as knowledge of space planning and facilities operations databases and information maintenance systems preferred.
- Must have proficiency in Microsoft Office, Adobe Acrobat DC, and web applications. Experience with Adobe InDesign, Adobe Illustrator, and Alfresco CRM is considered an asset.
- Must have excellent communication (both verbal and written), interpersonal, and organizational skills, and maintain absolute confidentiality and discretion.
- Demonstrated ability to perform detailed work accurately and timely with minimal supervision and as part of a team environment.
- Ability to prioritize multiple tasks and adapt to changing situations and conditions.
- Must have a valid Alberta Class 5 Drivers License.

Signatures for sections I and II

Department Head signature		Date
Executive Officer signature		Date
Human Resources review		Date