

Support Job Position Description

Section I: Position information

Effective date	2024-06-10	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Facilities Operations Administrator		
Position number	999562		
Classification level	Range 1		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Place-Based		
Department	Strategic Initiatives and Performance Services		
Reports to	Coordinator, Building Maintenance and Projects		

Position summary

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

Reporting to the Coordinator, Building Maintenance and Projects, the Facilities Operations Administrator's role is key to supporting activities, initiatives, building operations, and maintenance in the department. The position supports the implementation of the university's furniture, space, and integrated workplace strategies. The incumbent reviews requests for space to identify options that align with available resources and the university's space allocation strategies. The position is responsible for carrying out or coordinating ergonomic workspace setups related to onboarding, relocation, renovations, or designation of space across the university. The position prepares reports, proposals, departmental correspondence, and analyses of information required for internal or external stakeholders. 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.

Interior Operations and Ergonomics 40%

- Designs and sets up functional space in line with the university's space allocation and workplace strategies, using best practices, which includes layout design, acquisition, assembly, repair, issuance, setup, storage, and disposal of furnishings, creating innovative and cost-effective space solutions.
- 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.

- Coordinates logistics so that materials and services (including network and telecommunications) are provided in a timely manner for location moves, renovations, and related projects.
- Sets up ergonomic workflow stations and conducts ergonomic assessments, including specialty furniture requisition, installation, and maintenance.
- Audits space and reviews current usage practices, including investigating and prioritizing space usage needs.
- Maintains current floorplans, workstation addresses, and university interior signage.
- Completes orders for furniture purchases, including maintaining documentation for quotes, requisitions, purchase orders, card reconciliations, and returns, adhering to university purchasing procedures and policies.
- Assists with moving and setting up of furniture, fixtures, and equipment, as required, including at locations outside of Athabasca.
- Develops and coordinates service programs for department services 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 janitorial services provider in matters related to service requests or other service matters.

Department Administration (45%)

- Provides support to the Coordinator, Building Maintenance and Projects on matters related to developing and implementing operational and strategic initiatives in Facilities and Services, including conducting analyses and preparing reports to support capital and operating budgets and plan submissions, and various ad hoc proposals.
- Prepares reports, proposals, correspondence, and analyses of information required for internal or external stakeholders by researching, compiling information, preparing initial drafts, and ensuring deadlines are met.
- Liaises with other AU departments and with external contacts such as contractors, vendors, and government agencies.
- Coordinates and maintains internal and external space and maintenance management systems (i.e., GOA-VFA).
- Assists in developing, reviewing, and revising Facilities and Services policies and procedures (university-wide and internal), ensuring compliance with AU's policy framework.
- Performs other duties as assigned.

Facilities and Special Events Support (15%)

- Assists with the procurement, delivery, setup, and teardown of supplies, fixtures, and equipment for university functions, such as convocation, special events, and ceremonies.
- Sits on committees as a representative of the Coordinator, Building Maintenance and Projects 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, excellent time management, interpersonal and communication skills, and the ability to multi- task on a consistent basis.
- Ability to make recommendations and implement solutions to ensure Facilities and Services administrative 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 wide 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.
- Provide innovative, cost effective, and functional workspace 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, such as hiring start dates and project end dates. Requires the ability to troubleshoot, prioritize and reprioritize, delegate, and have excellent time management skills.
- Respond to requests from all levels of staff while adhering to applicable policies and guidance from the facilities team leaders and director.
- Be familiar with designing and assembling office furniture and its adaptation to departmental and staff needs.

- Must possess a general knowledge of building, mechanical, electrical, network, and telecommunications and the related impact they have on workspace configuration and potential adaptations.
- Has a working knowledge of human factors, ergonomics, and body dynamics as they relate to work interfaces.

Work problems

- Be able to provide innovative space solutions using planning option matrices and Integrated Workplace Strategies planning processes while keeping in mind operating and cost containment principles in addition to adhering to applicable policies.
- Able to balance functional space requirements, such as building/communications/network constraints, while managing accommodation requirements, such as user expectations/comfort.
- Ability to conduct research, analyze data, summarize background information, and prepare reports.
- Work involves answering routine and more complex queries related to projects and resolving day-to-day issues. May involve policy or procedure interpretation to resolve 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.
- Diagnose and resolve problems pertaining to various components and compatibility of workspace needs and related equipment, including resolving ergonomic issues as they relate to user habits and equipment.
- Must be able to prioritize incoming work against current requests.
- Be able to identify problems with relocating people/departments, which requires unique problem resolution.
- Required to deal effectively with stressful situations as they may pertain to delays, scheduling conflicts, user expectations, and personality conflicts.
- Physically handle, assemble, and repair a large variety of furniture (including specialty furnishings) and related equipment including warehouse and shipping and receiving equipment.

Authority

- Work independently and exercise judgment within broad guidelines with limited direct supervision.
- Must be able to assess the importance of a phone call, e-mail, or document and take appropriate action to involve the appropriate people quickly and accurately.
- Responsible for prioritizing all work assigned and revising schedules to accommodate changing priorities.

- Must use judgement regarding exceptions to some aspects of policies and procedures as they may apply to senior management/executive level requests and installations or other special cases.
- Within university policies and guidelines, independently liaise with external service providers, suppliers, and contractors.

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; question requirements, discuss options, and make recommendations.
- 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.
- Within university policies and guidelines, independently liaise with external service providers, suppliers, and contractors.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

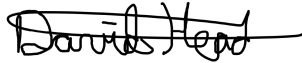

Qualifications

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

- Two-year technical diploma such as Interior Design and Space Management or equivalent knowledge acquired through a directly related field.
- Must possess a general knowledge of building space planning and design and be familiar with furniture assembly, maintenance, and repair as well as related tools and equipment.
- Possess a minimum of three years of related work experience such as with an institution's physical plant operations and/or with space design and project management.
- Must have a high level of 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 experience in preparing regular and ad hoc reports, data analysis, and report writing.
- 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.
- Human Factors and Ergonomic training an asset. Training in a body awareness and alignment therapy/modality such as massage or yoga are considered an advantage.
- Ability to lift up to 50 lbs. safely and work standing or sitting for extended periods in dusty/dirty environments. Must be able to crawl under furniture and work in tight, awkward spaces.
- Must have a valid Alberta Class 5 Drivers Licence. Experience operating equipment, such as a forklift and driving large trucks (1 ton cargo van), is an asset.

Signatures for sections I and II

Department Head signature		Date July 3, 2024
Executive Officer signature		Date July 3, 2024
Human Resources review		Date Select a date July 15, 2024