



Position: Supervisor, Building and Outside Services

Competition Number: 2020-IN-EN-52829408-01

Competition posting date: 2020.02.20

Competition closing date: 2020.03.04

Transportation Services Department, Transit Operations Service, Fleet & Facilities Maintenance Branch
1 Full-time Temporary Position - 40 hours/week (Up to 3 months)

Affiliation: CUPE 5500

Salary: \$36.875 to \$40.709 per hour (2019 rates of pay)

Location: 1500 St.Laurent

Category: Current Opportunities

Employment Group: Transportation

Job Summary

Responsible for job planning, work scheduling and preventive maintenance scheduling in and around Transit Services buildings, shelters/stations, and structures (including all Light Rail Transit stations and stops for trains and equipment). Within established procedures and guidelines, the incumbent directs and supervises subordinate staff in multiple work locations, engages and coordinates the work activities of external contractors with staff, and is responsible for leadership, general safety, problem solving and overall effectiveness in:

- cleaning and servicing all Transit properties including offices, garages, grounds, on-street shelters, stops, transit stations (including all Light Rail Transit stations and stops, for trains and equipment);
- seasonal grass cutting and maintenance of turf, shrub and flower areas surrounding Transit facilities
- winter snow clearing/removal at all garages and in the pedestrian areas of all Transit stations and shelters

Education & Experience

Completion of secondary school (Grade 12) or equivalent, plus a two (2) year diploma in a related areas such as Facility Maintenance, Civil Engineering Technician, Building Construction Technician, Project Management, Business Administration.

6 years experience working in building cleaning and building grounds and winter maintenance i.e., snow removal on roadways, parking lots, etc. For at least 2 of the 6 years, the incumbent must have had increasingly responsible work and supervisory experience in a Working Supervisor or team lead/foreperson role, and will have demonstrated the capability to assume the responsibility for supervising other employees.

*Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.

Language, Certificates & Licenses

Standard First Aid Certificate, valid CPR-Level C, and valid AED must be attained within 6 months of hire.

The successful candidate will be required to complete a Criminal Record Check to the City of Ottawa's satisfaction.



English oral, reading, writing required

Knowledge

- City, Branch, and Division policies and procedures affecting the cleaning, and maintenance operations within/around buildings/shelters/facilities
- Collective agreement covering ATU279 employees and the principles of supervision in a unionized environment
- Knowledge of Transit Services buildings, transit stop systems, transit shelter service program, equipment and associated service change activities
- Knowledge of tendering processes and Contract management
- Extensive knowledge of building cleaning, and grounds maintenance and snow clearing/removal techniques and procedures
- Extensive knowledge of the standard methods, tools, equipment, and materials used in performing janitorial, grounds maintenance, and snow clearing/removal functions
- Knowledge to use, operate and maintain hand tools and power tools
- Knowledge of job planning and parts/materials requisitioning
- Safe work practices
- Knowledge and awareness of safety issues in the workplace, where there are always members of the public close by when work is being undertaken
- Must possess the training, experience and knowledge to organize the work and its performance.
- Must be familiar with all applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures.

Competencies & Skills

Strategic Leadership

- Understands and is aware of the political environment and the accountability principles related to it
- Implements and reinforces processes to ensure clear linkages to vision, values and organizational strategies and to department/branch/team/ individual goals and across the organization
- Provides inputs to strategic plans and programs taking into consideration Service Excellence, sustainability, and cross-team impacts
- Monitors and remains informed of current and future internal and external trends and makes recommendations to deliver client centric results
- Supports and implements organizational plans to capitalize on opportunities and address challenges
- Leads, motivates and supervises effectively in a complex, unionized work environment

Demonstrates Business Sense

- Provides input to branch/division business decisions and makes effective operational decisions that impact both the short and long term direction/sustainability of the organization
- Researches and analyzes issues, makes decisions, develops appropriate solutions and formulates recommendations
- Applies sound financial and business sense in the input, development and implementation of all budgets, plans, services and processes
- Manages concurrent, complex, and often highly sensitive projects, and brings projects to completion on time and within budget
- Assesses and effectively manages financial and operational risks and resources for the team; takes calculated risks by using good judgment and applying previous work experience as input to decision making

Builds Collaborative Relationships

- Builds and maintains a strong network of internal and external contacts to achieve business goals
- Persuades others; builds consensus through give and take; brings conflicting points of view to consensus, gains cooperation from others to obtain / share information and accomplish goals
- Demonstrates a collaborative approach in working with others in delivering products and services; resolves and/or facilitates resolution of conflicts within the group, between related work groups, and/or between the group and other constituencies
- Communicates effectively, receives and shares information within and across teams in a timely and transparent manner
- Fosters a collaborative team environment among employees

Fosters Innovation and Change

- Makes changes in response to the needs of the client and/or the situation; supports and explains the rationale for change and keeps the team informed
- Integrates change effectively into the team/operational environment
- Analyzes problems involving resources, scheduling, technical and other difficulties, and works with multi-disciplinary teams to develop realistic and innovative solutions
- Facilitates effective brainstorming and encourages others to consider innovative alternatives and ideas for continuous improvement

Engages Employees

- Fosters a supportive environment of trust, mutual respect and cooperation where employees feel they have a voice and successes are celebrated
- Provides ongoing encouragement, assistance, constructive feedback, performance management, goal setting, recognition and career planning
- Recognizes and rewards employees for a positive behaviour
- Empowers employees by delegating appropriate levels of authority
- Ensures equitable distribution of routine and important tasks within the Team
- Creates and maintains a workplace that is sensitive to equity and inclusion
- Aware of how his/her actions impact the team
- Spends time with employees to develop mutual trust
- Consistently treats people with fairness and respect, is tactful and empathetic

Delivers Results

- Uses organizational skills and abilities to plan, initiate, organize and prioritize team work, and to deal effectively with multiple projects/demands, conflicting priorities, pressures and deadlines
- Provides input to branch/division plans, and creates work unit plans with measurable goals that are cascaded down to the individual employee level
- Demonstrates and encourages a results-focused culture through ongoing monitoring of plans; holds themselves and others accountable for achieving agreed upon commitments, deadlines and milestones; quickly mobilizes resources to address a problem
- Empowers staff and effectively delegates work, laying out specific expectations and deliverables expected
- Reinforces and monitors appropriate controls with regard to authorization of expenditures, payments, processes and use of corporate resources (i.e. equipment, vehicles, etc.)

Client-Centric Focus

- Understands the business and ensures a timely and proactive response to provide quality service to meet and exceed diverse client needs and expectations
- Reinforces how the contribution of each team member has an impact on service excellence, the need to use a client-centric focus, and to actively work to achieve client service standards
- Collects and uses client feedback on an ongoing basis to make recommendations for continuous



- improvement
- Keeps focused on the client when making decisions and taking actions; honours commitments, demonstrates effective client relations by reacting appropriately to client requests, concerns and complaints
- Applies the principles of equity and inclusion in day to day service delivery

If you are currently logged onto the City network, a copy of the current job description is available by clicking here. If you are not logged onto the City network, a copy of the current job description is available by clicking here, or by contacting the HR Service Centre at 613-580-2424, extension 47411.

*If this opportunity matches your interest and profile, please apply online by using the "**Apply**" button. If this is your first online application, please refer to resources on how to apply for jobs online. If you are having issues applying online, please contact the HR Service Centre at 613-580-2424, extension 47411.*

We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. The City of Ottawa provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.