



AFFILIATED WITH THE UNIVERSITY OF WATERLOO

POSITION TITLE: Facilities Lead

DEPARTMENT: Facilities

GRADE: 13

REPORTS TO: Director, Facilities and Food Services

EFFECTIVE DATE: Mar. 2, 2026

General Accountability

The Facilities Lead is accountable for the efficient delivery of Physical Plant Maintenance. The Facilities Lead is responsible for the maintenance and safe operation of the College's building and utilities and for assisting the Director, Facilities and Food Services to strategically lead the development, management, administration, operation, and viability of the facilities, features, and amenities which impact student learning and success and protect Renison University College's (RUC) international reputation. From time to time, this role requires on-call work in evenings and on weekends. They are also responsible managing external and internal service providers, processes, and activities involved in the provision of outstanding services throughout the facility. The Facilities Lead will represent RUC in a manner consistent with its values, goals, and strategic directions.

Nature and Scope

- **Interpersonal Contacts**
 - Reports to the Director, Facilities and Food Services
 - Directs external service professionals and tradespersons
 - Liaises with regulatory bodies (i.e., Police, Fire, etc.)
 - Provides input on capital planning to the Vice President, Student Affairs and Global Engagement and Education, and to the Director, Finance
 - Provides customer service to staff, faculty, students, and members of the public visiting Renison
- **Decision Making Authority**
 - Directs workforce, engages with contractors, and consults with external professionals
 - Implements legislative and regulatory requirements
 - Collaboratively manages the property, space requirements, maintenance, testing and inspections, building administration, security, and renovations and refurbishments
 - Allocates resources according to service standards, procedures, workload priorities, and budget
- **Level of Responsibility**
 - This job manages a company-wide function or process that is specialized but has no direct reports
- **Physical and Sensory Demands**
 - Varied hours and schedules

- Multiple and/or tight deadlines beyond one's control
- Regular interruptions (i.e., emails, phone calls, and service requests) that are impacted by 300+ students, staff, and faculty members at different times of the year

Key Accountabilities

- **Operations Management**
 - Collaboratively plans and develops strategies and systems for the effective management of facilities services, fostering continuous improvement and supporting the department's goal of creating comfortable, community-oriented environments conducive to learning and engagement.
 - Maintains current departmental specifications, service level standards, and operational processes for administrative, financial, and information systems services.
 - Implements and evaluates consistent facility standards, operating procedures, and best practices for day-to-day upkeep.
 - Ensures integrated service delivery across all areas of the facility, promoting seamless coordination and operational efficiency.
 - Responds to Jira maintenance requests promptly and professionally, ensuring timely resolution and clear communication.
 - Creates and enhances an accessible, safe, secure, and functionally enriched campus environment, equipped with state-of-the-art amenities that support learning, teaching, research, work, residence, and recreation.
 - Ensures compliance with all applicable legislation, regulations, codes, standards, policies, and procedures.
 - Promotes and adheres to a safety-first culture within the department, modeling best practices and accountability.
 - Engages external service consultants as appropriate and oversees contract service providers by monitoring, assessing, and evaluating performance against contractual deliverables. Escalates and resolves issues as required.
 - Liaises with departmental staff and RUC community members on administrative, financial, and information systems matters, issuing work orders and providing support to maintain safety, order, and service excellence across the department.

- **Planning and Financial Management**
 - Collaborates with the Director, Facilities and Food Services to develop and implement a strategic plan that supports long-term stewardship and sustainability of RUC's campus, facilities, and infrastructure.
 - Partners with the Director on both day-to-day operations and long-range initiatives to optimize service delivery and guide strategic investments in campus-wide infrastructure.
 - Assists in setting performance targets and overseeing process development initiatives to ensure operational effectiveness and continuous improvement.
 - Manages the budget for the assigned section, ensuring responsible procurement of materials and services, and adherence to sound maintenance practices. Maintains inventory of supplies and equipment.
 - Participates in the preparation and review of annual capital and operating budgets, contributing data-driven insights and operational priorities.
 - Identifies, prepares, and submits capital repair proposals and recommendations aligned with institutional needs and strategic objectives.

- **Maintenance and Repairs**
 - Designs and implements preventative maintenance programs to extend the life cycle of all building systems and components (e.g., roofing, HVAC, plumbing).
 - Oversees the scheduling and execution of facility inspections and maintenance reviews to ensure operational integrity and compliance.
 - Ensures all preventative maintenance plans align with industry best practices and applicable safety regulations.
 - Coordinates maintenance activities to minimize disruption to the campus community and maintain continuity of services.
 - Manages the section's operating budget, ensuring responsible procurement of materials and services and adherence to sound maintenance practices.
 - Maintains accurate records of repairs, inspections, service requests, and contractor activity.
 - Responds promptly to urgent repair requests and coordinates with licensed contractors to ensure timely and professional resolution.

Qualifications

- **Education**
 - Secondary School diploma is required
 - College apprenticeship is preferred
- **Work Experience**
 - 5 years of experience in building maintenance, facilities management, or a related trade
 - 2 years of experience working independently with contractors and service providers
 - 2 years of experience managing multiple projects and working within budget
- **Skills**
 - Excellent problem-solving and communication skills.
 - Comprehensive technical knowledge and application of building, fire, safety, accessibility, and related legislation, including regulations, codes, standards, and architectural/engineering/construction industry best practices
 - Working knowledge of property and facilities management principles, services, and operations
 - Proven ability to work independently and effectively manage multiple priorities and exercise independent, prudent judgement
 - Ability to use web-related and mobile communication tools
 - Working knowledge of materials and methods involved maintaining of multi-purpose buildings
 - Working knowledge of the roles all building-related trades play within a facility management operation
 - Strong knowledge of building systems and Ontario safety codes.
 - Availability for emergency call-ins and weekend coverage as needed.

Working Conditions

- **Physical Effort**
 - Work activities require intermediate periods of moderate physical effort. Activities typically require various muscle movements with frequent requirement for speed and coordination. Examples include working in awkward positions (up to 50% of time), regularly climbing ladders or lifting medium weight objects.

- **Physical Environment**
 - Works in an environment with frequent exposure to unpleasant conditions. There may be occasional exposure to health or accident hazards that may result in accidents that cause discomfort for a short period of time.
- **Sensory Attention**
 - Work activities involve a frequent need to concentrate on a variety of sensory inputs for lengthy durations, requiring diligence and attention. If sensory activities are interrupted, considerable time in backtracking is required to resume activities. The need for detailed or precise work is high.
- **Mental Stress**
 - Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent.