



IDENTIFICATION

Department	Position Title	
Northwest Territories Housing Corporation (NWTHC)	Manager, Maintenance Services	
Position Number(s)	Community(s)	Division/Region(s)
93-NEW 13560	Yellowknife	Infrastructure

PURPOSE OF THE POSITION

The Manager, Maintenance Services is responsible for the planning, development, implementation and operation of a systematic approach, the Maintenance Program and Budgets, to ensure the Northwest Territories Housing Corporation (NWTHC) and its partners/agents operate and maintain buildings, facilities, warehouses, equipment and vehicles, effectively and efficiently. The Manager, Maintenance Services is a key position that coordinates and reviews annual maintenance plans; develops and administers processes and monitoring controls; coordinates and provides advice; provides expertise and training in maintenance and utilities management to the NWTHC's district offices, local housing organizations (LHO's), program clients, and other partners.

SCOPE

This position is located in the Infrastructure Services Division in Yellowknife and reports to the Director of Infrastructure Services. The duties of the position impact the NWTHC's district offices, LHO's, suppliers, contractors and individual clients/homeowners. The incumbent must maintain an ongoing balance between technical and practical skills.

The Manager, Maintenance Services is responsible for providing expert advice and assistance to colleagues within the NWTHC and to LHO's on the planning, budgeting, prioritizing, development and delivery of all NWTHC maintenance activities. The position works with LHO's to reaffirm the importance of various legislative, policy and regulatory guidelines including the National Building Code of Canada. The position assists with the monitoring and evaluation of LHO's or other delivery agents, in conjunction with appropriate staff in the districts and from the main office.

The magnitude of the budget impacted by this position is \$7.5 million annually. The NWTHC has an inventory of over 2300 rental units, warehouses, assisted living



facilities, and office space located across the territory. The NWTHC has five district offices that oversee operational activities and deliver programs. Twenty-three LHO's are the day-to-day property managers and maintenance providers at the community level.

RESPONSIBILITIES

Research, evaluate, develop, implement means and methods to improve and enhance the corporate maintenance management program manuals and related software. To ensure effective operational maintenance and utility management programs and standards are in place; that the approaches are functional, cost-effective and appropriate to maximize the life cycle of assets.

- Routinely evaluate utility and maintenance management systems (programs) to ensure suitability and compatibility with day-to-day operations in the NWTHC.
- Routinely liaison with district staff and community delivery groups to solicit feedback and input on maintenance management program effectiveness and to identify areas needing attention, enhancements, improvements or revision.
- Incorporate appropriate changes to the current maintenance management program, operating guidelines, standards and schedules based on the evaluation of input and specific recommendations from end-users and as approved by senior management.
- Ensure district and LHO vehicles are being maintained in accordance with current guidelines and procedures.
- Incorporate appropriate changes to the current vehicle maintenance and operating guidelines, standards and schedules based on the evaluation of input and specific recommendations from end-users and as approved by senior management.
- Develop and implement program requirements for a maintenance information system, data management and reporting over the annual cycle.
- Represent the NWTHC on GNWT interdepartmental committees formed to review or develop maintenance systems and standards or other maintenance related activities, such as standardization, procurement activities and training.
- Develop a utility management program and standards to reduce utility costs and conserve energy. Data management to ensure the capture of results, when activities are conducted to ensure best use of resources.
- Coordinate and present regular reports on maintenance program activities.

Coordinate annual maintenance planning activities with LHO's; review, and monitor the implementation of maintenance projects and operational activities, including specific initiatives (retrofits); oversee the delivery of energy initiatives with LHO's; review unit replacements and write off requests; review and monitor the annual modernization and improvement (M&I) program; and ensure energy conservation programs remain ongoing and effective.

- Develop M&I program application and delivery schedules in consultation with District Offices, community delivery groups, and LHO's in accordance with the NWTHC Capital Planning Process.



- Monitor the planning, review and implementation of the M&I program and identify areas for improvement or needed change.
- Review overall M&I plans/submissions and prioritize projects with district staff and main office colleagues.
- Review M&I submissions for project scope, costs, timelines, and compare to inspection reporting and unit condition ratings. Monitor final costs and scopes with colleagues.
- Participate in the development and maintenance of a comprehensive unit inventory system that will be used to develop LHO operations budgets including M&I budgets.
- Review budgets, audits, and methodology used for demand and preventative maintenance. Recommend changes to operation and maintenance (O&M) budgets allocated to LHO's and other service providers.
- Oversee, ensure and maintain, uniform, consistent and effective delivery of the ongoing maintenance program and projects, and initiatives as they are developed.
- Prepare information packages, reports, Briefing Notes, discussion papers, option and decision papers to senior management and the NWTHC Executive Office.

Provide advice, expertise and training in the area of maintenance management program and other maintenance programs, including safety compliance to improve program delivery and foster staff and community development.

- Designs and maintain systems to assist district staff in monitoring the implementation and maintenance programs and safety programs in the LHO's and identify areas for training.
- Liaison with district and community delivery groups to ensure that operational support concerns are addressed and changes are incorporated into the operating manuals and training plans or other training resources.
- Analyze unusual operation problems experienced by maintenance staff and help find corrective solutions that may be focused on training.
- Provide training and conduct workshops to district staff, LHO's, and other community delivery groups.
- Assist district offices in the recruitment of district maintenance/technical staff at LHO's.
- Act as a team member for LHO reviews and operational audits. Assists with monitoring and evaluation for any necessary management plans for local housing organization.
- Review and assist in the delivery of maintenance training modules to program applicants.
- Provide professional maintenance/technical services to program clients to ensure the efficient and effective planning design construction and operation of housing units.

Provide assistance to District Directors, Managers Construction Service, Manager Design, Capital Planner, on matters related to maintenance and asset



management, contract administration, project turnover, and throughout the building life cycles.

- Provide advice and support to District Directors and Technical Staff on maintenance issues, maintenance software, planning requirements and reporting, asset management.
- Provide assistance on inspection procedures, contract requirements, project management, material standards, design decisions on material selection, to colleagues in the Infrastructure Section.
- Ensure LHO's and district staff has current copies of operating manuals and procedures and computerized maintenance management systems.
- Provide assistance to colleagues on emerging trends and processes in asset management, and alert the design team on material selection that improves life cycle impacts.
- Review the technical aspects of the management agreements with service providers and provide recommendations to improve administrative capability of these agreements.
- Prepare budgets, estimates and other costs as needed for maintenance activities, or maintenance projects.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- Extensive knowledge of asset management, maintenance programs, building and material standards, inventory controls, and planning cycles.
- Sound knowledge of costing, including developing reasonable budgets, preparing accurate estimates, tracking and monitoring actual costs, and recording costs for future reference.
- Knowledge of developing, monitoring, and presenting comprehensive reports, complete with cost components, including spreadsheets.
- Knowledge of "hands-on" activities in maintenance, maintenance systems and building construction.
- Knowledge of national and municipal building and fire codes, local zoning bylaws, labour standards and health and safety, including pertinent environmental legislation.
- Knowledge of energy conservation techniques in building design and construction.
- Knowledge of tendering, awarding contracts, contract administration, project management, and building inspections and building commissioning.

Skills:

- Good computer skills in word processing, computerized maintenance management programs spreadsheet and presentation software, as well as internet and electronic communications.



- Proven skills in communicating orally and in writing with technical staff and clients.
- In problem solving, and ability to deal with deadlines and priorities.
- In preparing policy and procedure documents, issuing technical bulletins.
- A NWT Drivers (Class 5) is required, to operate motor vehicles.

Ability to:

- Identify and provide technical and maintenance management training.
- Communicate effectively in meetings and through presentations and workshops settings.
- Work and communicate effectively in a northern, cross cultural environment.
- Deal with organizations and individuals with tact and diplomacy.
- Leadership ability, able to initiate activities in a professional manner.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

The knowledge, skills and abilities for the above noted are typically acquired through a post secondary degree/diploma program in engineering or asset management, with three years of professional experience in asset management or infrastructure planning for maintenance and maintenance management of buildings/facilities, including regulatory activities.

Or a civil/building engineer technologist with five years of related maintenance management experience. Or inter-provincial status in a building trade combined with supervisory and management experience in a maintenance setting for at least eight years.

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is spent in a sitting position in an office setting. The incumbent will experience a moderate level of physical demand while attending to construction sites, maintenance inspections, and facility monitoring. Time spent on sites may involve climbing, balancing, stooping, kneeling, crouching and/or crawling. Time spent delivering training may involve long periods of standing during presentations.

Environmental Conditions

The incumbent works most of the time in a generally comfortable work environment. The incumbent does experience moderate to intermediate level of traveling (12 -15 times a year for 1 day up to 1 week) to district offices and isolated communities, which requires the individual to travel occasionally on small airplanes. Building and facility inspections may be conducted in winter conditions.



Exposure to fumes, chemicals, and loud noises may occur when inspecting buildings, facilities, or equipment.

Sensory Demands

The position requires feeling, hearing and seeing (in terms of acuity far and near, depth perception, accommodation, color vision, and field of vision). Extensive use of computer requires focused concentration.

Mental Demands

The incumbent may experience high level of mental stress due to the requirement for high level of detail in the work produced and from implications associated with the implementation and enforcement of maintenance policies and procedures. Mental stress may increase prior to deadlines and during the construction and inspection season. The incumbent can be away from home up to 30-40% of the time due to travel required to provide staff/community training and program monitoring and inspections.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

Official Language Considerations (check one)

- Not required
- Bilingual required (state language): _____