

MAINTENANCE COORDINATOR

Full-time Position

Purpose of Position

The Maintenance Coordinator (MC) coordinates, participates in, and supervises all Greater Victoria Harbour Authority (GVHA) repairs and maintenance activities, aspects of facility reconstruction, services delivery and event implementation.

Nature of Work and Position Links

Reporting to the Manager of Operations, the Maintenance Coordinator develops and maintains relationships with:

Manager of Operations – to maintain an effective flow of information regarding all aspects of the MC's supervision; to give or receive advice; to identify projects and collaborate effective tactics, to carry out elements of GVHA's strategic plans; and to challenge, brainstorm, and work together on ideas

Maintenance Foreman (reports directly to the MC) – to communicate about all areas of the Maintenance Foreman's duties, to identify projects and collaborate ideas on completing projects, to work together towards the success of the maintenance department

Maintenance Crew (reports directly to the MC) - to coordinate schedules, to train on various pieces of equipment and procedures, to performance manage, conduct performance reviews, hiring and termination, and to communicate the goals of the Maintenance department and GVHA

Marinas Coordinator – to collaborate with and to coordinate staff with regards to maintenance, operational, and event requirements

Other GVHA Staff and Management - to gather and exchange information towards the shared goals of GVHA and to collaborate with and coordinate maintenance staff for event implementation

Customers/Clients – to create effective working relationships with transient, seasonal and float home customers by assisting in the resolution of issues and complaints and referring them to other GVHA staff when required

Specific Accountabilities

- Oversees the maintenance of all GVHA assets and services delivery, including basic plumbing, electrical, carpentry, painting, concrete, masonry, asphalt, landscape, machinery, engines and other equipment
- Coordinates small capital projects and manages all aspects involved
- Is available to be on call in the absence of or in conjunction with the Manager of Operations and Maintenance Foreman
- Receives, reviews and compares vendor quotes and contractor bids, and monitors contracts to ensure specifications are being met
- Assists in creating or revising standard operational procedures
- Generates and monitors budgets and other reports as required and sets strategies and objectives in collaboration with the Manager of Operations

- Develops and implements work plans for projects and organizes and co-ordinates the allocation of staff to execute plans
- Takes action to understand customer needs and ensures a high level of customer service and public safety
- Anticipates and applies knowledge to analyze issues and resolve problems
- Prioritizes work day effectively in order to respond to challenges and demands
- Provides direction, training, coaching, motivation, and all other management functions to maintenance staff
- Hires maintenance crew, manages staff performance by setting standards and objectives, ensures proper training, sets work schedules, reviews labour allocation sheets, conducts performance reviews, and administers discipline, following all requirements of Employment Standards and WorkSafeBC
- Purchases materials and services and maintains inventories in a cost effective manner following GVHA policies and procedures
- Demonstrates proficient driving ability of company vehicles, trailers and equipment
- Monitors the workers/site safety re: Occupational Health & Safety requirements
- Ensures all projects and activities meet the requirements of municipal by-laws and provincial standards, codes, and laws

Supervision

- Supervises approximately 9 employees
- Indirectly supervises contractors to ensure compliance with contracts

Tools/Equipment

- Operates standard office equipment such as computer, facsimile, photocopier, and telephone
- Small hand tools, chain saw, landscape equipment
- Welding (torch, arc etc)
- Operates motorized vehicles including forklift, bobcat, work boats, work truck and has a valid operating license for each
- Communication devices including walkie-talkies and cell phones
- Sewage pump-out equipment

Working Conditions

- Maintenance office/shop environment
- Work in inclement weather conditions
- Evenings and weekends as required
- Occasional travel to other marinas to exchange information and ideas
- Potential for encounters from irate or frustrated marina customers or the public

Experience and Education

- Minimum 5 years experience in a commercial marina
- Minimum 2 years experience in towing docks, float homes or other items in the water
- Minimum 2 years of supervising staff
- Pleasure Craft Operator License
- International Ship and Port Security Code Certification
- Forklift Training Certification
- Valid BC Drivers License
- Experience in basic electrical, carpentry and plumbing theory and projects

- Experience with the operations and repair requirements for small engine and pump out equipment
- Experience working with the public

Knowledge, Skills, and Abilities

- Working knowledge and skill in the following: carpentry, building maintenance, dock construction and repair, concrete, masonry, marine electrical, general plumbing, welding and metal work, landscaping, and custodial work
- Working knowledge of boat operations, towing and maintenance
- Working knowledge of relevant legislation and regulations including WHMIS, Employment Standards, WorkSafeBC, International Ship and Port Facility Code, Canadian Electrical Code, GVHA Policies and Procedures
- Sound written and oral communication skills
- Sound negotiation, problem solving and conflict resolution skills
- Demonstrated team player with supervisory skills
- Performance management and leadership skills
- Ability to tow various sizes of objects in a safe manner (float homes, docks, logs etc.)
- Ability to plan, organize, and effectively manage a workload with multiple priorities and demands and produce results within project/duty parameters
- Ability to analyze, manage and deliver concurrent projects to successful completion
- Ability to identify alternative approaches and develop solutions for maintenance and safety issues
- Ability to be client oriented, and to exchange information and deliver innovative solutions to staff and customers
- Ability to establish and maintain effective relationships with a variety of individuals to meet GVHA's objectives