

## OPERATIONS ADMINISTRATOR

### Purpose of Position

The Operations Administrator provides administrative support for Greater Victoria Harbour Authority's (GVHA) Operations Department including the Maintenance, Marinas, Security, and Environment teams, to facilitate operational requirements including repairs and maintenance projects, services delivery (e.g. landscaping, waste management), occupational health and safety, environment and events implementation, for all GVHA facilities.

### Position Links

Reporting to the Director, Operations, the Operations Administrator develops and maintains relationships with:

#### Internal:

- Director, Operations (DO)
  - Maintenance Supervisor (MS)
  - Maintenance Crew
  - Security Manager
  - Manager, Marinas
  - Marina Operations Coordinator
  - Environmental Coordinator (EC)
- Director, Infrastructure (DI)
  - Asset Management Coordinator
- Events Coordinator
- Finance Team
- Contracts Manager
- Other GVHA Corporate and Operations staff

#### External:

- Western Stevedoring
- Customers
- Stakeholders
- Contractors
- Suppliers/Vendors

### Specific Accountabilities

#### Planning:

- Facilitates meetings with Corporate, Marina Operations, Properties, Events and Western Stevedoring on a regular basis to:
  - receive information on immediate maintenance needs to be addressed and plans for future projects
  - provide updates on work in progress, completed or planned
  - ensure work plans and tracking spreadsheets are updated
- Collaborates with DO and DI as required in coordinating work plans for projects (maintenance or capital) and maintenance services delivery and implementation
- Allocates maintenance staff to implement project work plans (maintenance or capital) and maintenance services delivery
- Implements schedule for planned preventative maintenance program
- Assists in developing and managing the maintenance projects and services delivery scheduling/tracking system
- Maintains system developed by supervisor for dealing with unplanned projects
- Liaises with various GVHA staff to supply required services, equipment, and materials for events/activities to ensure seamless set-up and implementation

#### Administrative:

- Answers the Operations office telephone and directs queries to the appropriate personnel
- Generates reports as required
- Assists in creating or revising standard operational policies, procedures, and expectations in collaboration with DO for areas such as landscaping, winterizing, waste management, foreshore routes, etc.
- Responds to requests for facility signage from staff and provides proofs and facilitates purchase
- Assists in maintaining the schedule for 24/7 coverage for on call services to respond to maintenance emergency call-outs in absence of DO
- Reviews nightly security reports and distributes any maintenance requirements as they arise
- Provides administrative support to DO and operations department
- Coordinates maintenance requested items required by events team into maintenance schedule (e.g. checks booking program weekly for additions at Ogden Point)
- Maintains annual service schedule for fleet, vessels, and equipment
- Organizes annual insurance renewals for all GVHA vehicles and vessels
- Coordinates service contracts (e.g. janitorial, recycling, snow clearing, equipment inspections, alarm services, pump-outs)
  - Liaises with janitorial staff and performs weekly rounds (once/week low season, twice/week high season) to ensure work is being done
  - Liaises with Waste Management and Recycling companies to monitor schedule and request additional bins or remove bins per seasonal requirements at Maintenance Shop and Fisherman's Wharf (in collaboration with Manager, Marinas)
  - Organizes and schedules annual inspections of back flow preventers, fire hydrants, catch basins, fire extinguishers
  - Liaises with pump out service provider to record volumes and track for annual report
- Schedules lock and battery changing for gates (e.g. Marina access, Customs gate)
- Reads hydro and water meters at the Maintenance shop and lease areas at Ogden Point, and reports out to Finance
- Maintains charging, servicing, and washing of Corporate vehicle
- Reviews and updates Operations training manual (Maintenance Ops section) annually to ensure it is current and comprehensive in cooperation with Manager, Marinas

#### Purchasing/Inventory:

- Assists DO in purchasing materials and services, and maintaining inventories in a cost-effective manner following GVHA policies and procedures
- Maintains a GVHA Approved Vendors purchasing list
- Assists DO in obtaining quotes from contractors to carry out planned or emergency repairs when necessary, and monitors contractors to ensure specifications are being met
- Manages maintenance and marina uniform inventories including tracking of safety footwear reimbursements
- Manages and maintains annual inventory of flags and tools
- Orders and refills janitorial supplies for Maintenance Shop and facilities
- Monitors/updates key inventory for facilities
- Manages and maintains environmental spill kit inventories
- Manages, delivers, and maintains washroom supplies for all facilities

#### Payroll/Human Resources:

- Organizes and reviews time sheets, adjusts as needed, and inputs into payroll spreadsheet
- Tracks maintenance crew attendance records daily and assists DO in entering staff time off in Time Off program
- Coordinates seasonal hiring process in collaboration with DO, completes seasonal hiring checklist and exit interview paperwork

- Assists with interviewing both seasonal and full-time maintenance hires
- Schedules training and development for maintenance crew
- Represents GVHA in a professional and courteous manner
- May provide direction to maintenance crew in absence of DO

#### Occupational Health and Safety:

- Acts as recording secretary for GVHA's Occupational Health & Safety committee
- Tracks maintenance crew training certification and organizes courses as required
- Assists the committee in developing a routine facility inspection system
- Assists in conducting facility safety inspections
- Assists DO in ensuring that all work performed is done safely and in accordance with regulatory requirements
- Assists DO in ensuring GVHA equipment and facilities are used in accordance with established safe working practices and procedures
- Assists DO in ensuring a high level of customer service and public safety by demonstrating an understanding of customer needs

#### Financial Oversight & Responsibility

- Assists DO and MS in developing a repairs and planned maintenance budget and participates in monitoring expenditures for repairs and maintenance and inputs into the budget tool (e.g. Forecaster)
- Meets regularly with DO and MS to review repairs and maintenance budget versus actual results and forecasting costs for future months
- Assists in maintaining tracking system for cost of maintenance work for invoicing
- Ensures that appropriate repairs and maintenance charges are assessed to the correct facility and verifies accuracy of maintenance invoices prior to review for authorization by DO
- Creates an up-to-date database of suppliers and contractors, and their charge out rates (as agreed upon by Finance)
- Reconciles visa statements for DO and the Operations Department
- Reviews customer work orders from R&M crew, ensuring accuracy and completeness, prior to sending to Finance to process invoices
- Corporate Credit Card spending up to \$2000

#### Tools/Equipment

- Operates standard office equipment
- Operates communication devices
- Operates motorized vehicle including work truck and has a valid operating licence
- Handles small construction tools and janitorial equipment

#### Working Conditions

- Maintenance Office/Shop environment
- Regular, full-time position. Working hours are typically Monday to Friday, 7:00am to 3:00pm with a 30-minute unpaid lunch break
- Regular site visits (outdoors, in and around all GVHA-related properties)
- Exposure to all weather and operating conditions
- May be required to assist with moving of materials, environmental clean ups, or snow removal
- Occasional lifting up to 25 lbs.

#### Experience and Education

- College diploma preferred
- Minimum 3-5 years administrative experience
- Project and financial management experience an asset

- Proficient in MS Office
- Valid Class 5 Driver's Licence

### **Knowledge, Skills, and Abilities**

- Knowledge of relevant legislation and regulations including WHMIS, Canada Labour Code, WorkSafe BC
- Excellent communication and customer service skills
- Excellent organizational and attention to detail skills
- Ability to exercise tact, good judgment, confidentiality, and flexibility in project delivery and providing service to stakeholders
- Ability to establish and maintain effective working relationships with a variety of individuals to meet GVHA objectives
- Ability to confidently deal with challenging customers and respond to and resolve complaints
- Ability to organize and independently manage workload while taking into consideration changing priorities, tight deadlines, volume of work and available resources
- Ability to provide concise and accurate information orally and in writing, including reports and correspondence suitable to the audience
- Ability to adapt to changes in work environment, work assignments, and/or changes in organizational priorities
- Ability to work well independently as well as in a team environment
- Ability to identify alternative approaches and develop solutions for maintenance and safety issues