



## Maintenance Supervisor POSITION DESCRIPTION

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**Posted Date:** January 28, 2023

**Position:** Maintenance Supervisor

**Department:** Operations

**Reports To:** Director of Operations

**Date Developed:** September 2023

**Closing Date:** When Filled

**Position Type:** Full-time

**Status:** Permanent

**Wage/Benefits:** per CBA  
Starting \$37,710-\$44,240

**Date Revised:**

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### POSITION SUMMARY

Under the direction of the Director of Operations, the Maintenance Supervisor ensures proper operation and/or maintenance of the Regina Humane Society Animal Community Centre building, equipment, systems, and grounds. This is a working supervisory position. The Supervisor ensures maintenance and facility needs are completed with vendors, contractors and maintenance staff including tasks related to janitorial, mechanical, electrical, landscaping and building security.

### PRIMARY RESPONSIBILITIES & ACCOUNTABILITIES

In accordance with RHS's objectives, philosophies, policies, and procedures, the Maintenance Supervisor is responsible for the following:

#### 1. Facility Maintenance

- Plans, prioritizes, assigns, supervises, reviews, and participates in all tasks related to facility maintenance.
- In accordance with provided training and Operating Manuals, completes basic preventative maintenance and repair activities for facility systems and equipment. Uses various automation systems and software for reporting, system management, trending, and setup. Monitors security, fire, and lighting and electrical control panels for facility taking action as required.
- Conducts routine inspection of site buildings, parking lots, landscaping, and equipment for unsafe or malfunctioning conditions on a routine basis and takes corrective action. Identifies and reports potential problems by submitting or recommending work orders.

- Performs cleaning and janitorial duties in specified building areas on a set daily schedule and/or based on seasonal/project requirements. Follows and ensures adherence to cleaning processes and procedures outlined for each area of facility.
- Performs general maintenance and repairs of the interior and exterior of the building as required including light carpentry, painting, plumbing and other general maintenance and repair duties.
- Performs outdoor maintenance including but is not limited to snow/ice removal; lawncare and general landscaping; external debris clean up; and parking lot maintenance. Oversees assigned facilities' grounds maintenance contracts, where applicable.
- Responds to maintenance and facility ticket requests quickly and efficiently using good customer service, communication, and computer skills.
- Schedules, coordinates and ensures oversight of the work of maintenance contractors and vendors and serving as their primary service contact (e.g. janitorial, electrical, mechanical, landscaping, fire safety services, etc.)
- Maintains inventory of maintenance equipment and supplies. Ensures any required parts are ordered, organized and stocked. Coordinates delivery and receipt of goods and maintains oversight of warehouse.
- Assures vehicles are maintained in good repair through scheduled maintenance and repair work orders.
- Observes all OHS requirements and established safety practices personally and ensures compliance by maintenance staff, contractors, vendors and volunteers. Ensures maintenance tools and equipment are in safe, clean and good working condition and compliant with all applicable OHS regulations.
- Maintains a safe environment with proper lighting, signage, and disability access and ensures any safety concerns are reported and/or addressed swiftly. Performs safety and security checks. Follow proper procedures in emergency situations.
- Processes facility recycling and reviews sustainability practices with recommendations for advancement.
- Ensures compliance with structural use rules for the facility (signage posting etc.)
- Assists other staff, when necessary, in various tasks such as setting up rooms for meetings, events etc.

## **2. Administration**

- Orders supplies and arranges service contracts when necessary, in coordination with Management. Obtains price quotes on supplies and/or services as requested.
- Develops maintenance policies, standards, and schedules in coordination with the Director of Operations.
- Attends prescribed courses and training as required.
- Identifies opportunities and makes recommendations to improve maintenance operations and efficiencies.
- Maintains electronic documentation of facility systems and features, maintenance schedules, troubleshooting and safety. Produces written reports or summaries as requested by the Director of Operations.
- Participates in annual planning and budgeting as well as vendor and supplier selection and review.

## **3. Human Resources**

- Supervises assigned personnel and/or volunteers providing guidance, training, and evaluation.
- Coordinates training sessions in facility maintenance, safety procedures, and methods in coordination with the Director of Operations. Maintains thorough and current staff training materials and records of staff training.
- Completes training required by OHS to ensure employee safety. Identifies and/or ensures staff training, equipment, controls, and performance standards are in place to maintain a safe work environment.
- Participates in RHS Occupational Health and Safety Committee meetings and others of relevance. Ensures a regular Occupational Health and Safety inspection is completed, documented, and reported. Communicates and ensures that staff members adhere to safety protocols, procedures, and expectations.
- Participates in internal meetings. Communicates and coordinates maintenance activities with the appropriate departments.
- Personally, models and supports a culture of teamwork, care and compassion, integrity, professionalism, and customer service in accordance with the values of the Organization.

## **4. Performs additional responsibilities as required.**

## QUALIFICATIONS

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### ***Education***

- Strong knowledge of building trades, cleaning procedures and maintenance.
- Basic operational knowledge of systems such as mechanical (heating, cooling, and ventilation) systems, plumbing and irrigation systems, electrical systems as well as building automation systems, communication, security and fire safety systems.
- Solid understanding of health and safety regulations and practices.
- Knowledge, understanding, and appreciation of the RHS, its role in the community, and animal welfare.

### ***Experience***

- A minimum of 2 years of experience in an applicable role in a comparable commercial building.
- Experience providing oversight and supervision of employees or volunteers required.
- Hands-on, basic building maintenance and repair experience.
- Experience with electronic control panels for security, lighting, HVAC and electrical an asset.

### ***Skills***

- Technical Skills
  - ~ General maintenance and repair skills including light carpentry, simple drywall repair and painting, general mechanical and plumbing.
  - ~ Safe operation and maintenance of basic power and hand tools as well as powered mobile equipment such as snow blowers, lawnmowers, and floor cleaners.
  - ~ Able to read, interpret and work with schematics, as built contract documents and blueprints.
- Communication
  - ~ Skilled communicator both orally and in writing (listens well, is clear and understandable, has good interviewing abilities);
  - ~ Uses correct grammar and spelling;
  - ~ Ensures documents and related details are recorded and input correctly.
- Collaborative Team Member
  - ~ Has an inclusive, inviting nature, and seeks input and alternative perspectives from others;
  - ~ Ensures detailed requirements are understood and included.

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**Skills** *(continued)*

- ~ Is a supporter of diversity, inclusion, and collaboration, and works effectively with team members to achieve goals.
- Training and Supervision
  - ~ Has the ability to mentor and train others effectively;
  - ~ Is clear and understandable in explaining details, providing direction, supervision, and feedback in a helpful, esteem-building manner;
  - ~ Keeps current and shares learning with others (i.e., organizational information, policies, processes, and procedures, as well as leading Veterinary Technology information).
- Interpersonal Acumen
  - ~ Is approachable, and can interact with a wide range of individuals, of all ages, with varying needs;
  - ~ Listens well and has a friendly demeanor;
  - ~ Demonstrates empathy, tact, diplomacy, and discretion;
  - ~ Mediates disputes and manages difficult situations and conflict calmly and professionally;
  - ~ Understands underlying behaviors and emotions and responds appropriately.
- Planning and Organization
  - ~ Plans, prioritizes, and organizes work flow;
  - ~ Is highly organized and efficient with significant detail, ensuring all records and documentation are managed efficiently and effectively with quality outcomes;
  - ~ Delivers results.
- Focus on Detail and Quality
  - ~ Works with significant detail (i.e. scheduling, budgeting, documentation etc.);
  - ~ Ensures all details, records, and documentation are completed efficiently and effectively with quality outcomes;
  - ~ Delivers results.
- Concern for Safety
  - ~ Follows all safety protocols and expectations when handling animals and operating equipment;

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**Skills** *(continued)*

- ~ Does not take any type of risk that would put self, others, or animals in harms way.
- **Self-Motivation**
  - ~ Is self-motivated, and can work with minimal direction;
  - ~ Is resourceful, takes initiative, and demonstrates a sound work ethic;
  - ~ Introduces process improvements in scope of work.
- **Flexibility and Stress Management**
  - ~ Able to manage a high-volume work-flow;
  - ~ Capable of multi-tasking under stress-filled and unpredictable situations, and manage multiple priorities;
  - ~ Can work with limited resources without issue;
  - ~ Available for extended hours and public and televised events as required.
- **Problem-Solving**
  - ~ Conceptualizes potential issues and their implications;
  - ~ Has excellent judgement and reasoning;
  - ~ Has the self-confidence to make independent decisions based on information at hand;
  - ~ Improvises to solve issues without compromising veterinary protocols.
- **Technology Proficiency**
  - ~ Computer competence, including use of MS Office;
  - ~ Ability to learn internal systems, databases, and other technologies as required.

**Values**

Consistently demonstrates the values of the Regina Humane Society, including:

- **Leadership**
  - ~ Models the Organization's values;
  - ~ Demonstrates initiative and self-motivation;
  - ~ Accomplishes results;
  - ~ Works to contribute and continuously improve upon processes.
- **Professionalism**
  - ~ Acts as an ambassador for the RHS;
  - ~ Maintains confidentiality and privacy of information.

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**Values** *(continued)*

- **Compassion and Care**
  - ~ Committed to RHS's vision and mission for animals and people.
- **Integrity and Honesty**
  - ~ Open and honest in their approach to work;
  - ~ Reliable and trustworthy.
- **Teamwork**
  - ~ Works well and effectively collaborates with colleagues.

**Working Conditions & Effort**

- Work is performed concurrently in an office, animal shelter, crematorium, and outdoor environment.
- Safety sensitive role assessing and working directly with animal behavioral issues and animal care, ensuring all safety protocols are followed.
- Exposure to infectious fluids, materials, disinfectants, and chemical cleaners.
- Exposure to potentially aggressive, unruly, sick, parasite-infested, and injured animals, as well as exposure to deceased animals.
- Attends work related priorities (i.e. events, programs, or operational needs) outside of normal working hours (average once per month).
- Ability to work in a standing and stooped posture for extended periods, pushing, pulling, walking, and other related activities.
- Frequently lifting and carrying up to 22 kg
- Detailed work that requires significant attention, thought, and concentration.
- Working in an environment that can be noisy, odorous, and physically and emotionally stressful.
- Exposure to computer hardware and peripherals.
- Regular exposure to outdoor conditions.
- Distractions and interruptions.
- Uniform required while on duty.
- Driving in a variety of weather and traffic conditions.

**Additional Notes**

- Clear Criminal Record Check and Vulnerable Sector Check.
- Verification of education on file.
- Excellent work attendance and punctuality.
- Adherence to the RHS Code of Conduct and Ethics, including a signed agreement.
- Adherence to the RHS Confidentiality Agreement, including a signed agreement.

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**Apply in confidence to:**

Lindsay West  
Director of Operations  
Regina Humane Society  
lwest@reginahumane.ca

***This position will remain open until a suitable applicant is found.***

***We thank all applicants for their interest, but only those  
selected for an interview will be contacted.***