

# Job Overview

## Exterior Maintenance Specialist

At SDA Building Services Inc., **our performance makes a difference** in everything we do.

### Overview

Reporting to the Regional Property Maintenance Operations Manager, this role supervises daily exterior maintenance operations of assigned locations. This position is responsible for the delivery of quality services meeting SDA's Building Services Inc.'s high standards of performance.

### Key Results and Activities

#### Demonstrates SDA's Mission and Values

#### Achieves performance that makes a difference through:

- Contributing to a positive and collaborative work environment
- Treating others with dignity, courtesy, and respect
- Encouraging and maintaining a friendly, fair, and creative work environment
- Respecting diversity, new ideas, and hard work

#### Contract and Vendor Management

- Establishes and maintains strong working relationships with customers, vendors, and team members
- Understands customer expectations and vendor performance to ensure vendors meet/exceed contract fulfillment and customer expectations

#### Team Supervision

- Oversees vendors and team members, ensuring accountability to the scope of work across services including but not limited to landscaping, litter pickup, snow removal, line painting, power washing, bollard installation, concrete work, power sweeping and irrigation.
- Establishes performance standards related to the delivery of Exterior Maintenance Services by ensuring contracts are fulfilled in alignment with the defined scope of work.
- Ensures all team members receive all required training including safe work practices
- Provides ongoing performance feedback and coaching in support of service and individual success
- Provides performance management and disciplinary action when needed
- Works in partnership with HR to follow best practices

#### Health & Safety Policies and Practices Champion

- Fulfills the supervisor's responsibilities to ensure a healthy and safe workplace

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- Ensures all team members follow their responsibilities to the company Health & Safety Policies and Practices, including:
  - Using, wearing, and maintaining all personal protective equipment and clothing required
  - Reporting any potential or actual danger, hazard or infraction to their supervisor as soon as possible
  - Reporting all incidents, accidents, workplace injuries or illnesses to their supervisor immediately
  - Using all tools and equipment in a safe manner
  - Company vehicle cellphone use policies and procedures
  - Proactively identifies and resolves hazards that could lead to an unsafe workplace

#### Service Delivery

- Conducts regular and ad-hoc site visits with sub-contractors to review service delivery
- Ensures all issues are resolved within appropriate timelines
- Fosters and maintains strong working relationships with store management teams
- Responds to customer queries and concerns promptly
- Resolves customer complaints by investigating problems, creating action plans for the resolution of complaints, bringing them to the attention of management, and following up in a timely way
- Identifies and addresses hazards as well as site deficiencies
- Monitors and follows up on action plans to eliminate deficiencies and problems outlined in service and property Status Reports
- Assesses and reports on the performance of exterior maintenance services

#### Work Order Processing

- Follows established processes to ensure work orders are tracked and processed in a productive and efficient way
- Ensures all required materials and equipment are available for daily operations
- Reconciles materials and labour costs to ensure accurate invoicing

#### Priority Management

- Regular working hours for this role are Monday to Friday, however as this is a supervisor role, the Exterior Maintenance Specialist will:

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- Stay aware of current or potential crises and/or weather events that may require situation-specific responses outside of regular working hours
- Respond to phone calls or voice messages needing an immediate response due to a safety or emergency issue.
- This role requires the flexible use of time to support the business during all hours
- To prevent burnout, lieu time will be allocated when a high number of working hours occur outside of regular working hours. This will be decided on a case-by-case basis.

#### Other

- Additional duties as assigned

#### What You Need to Succeed in this Role

- Previous exterior property maintenance such as landscaping and snow removal is preferred
- Ability to work across the GTA and surrounding areas, depending on client sites
- Availability to work flexible hours including weekends, evenings, and nights as needed for supervision of service delivery
- Passion for a job well done and making a difference
- Dependability, a strong work ethic, and self-motivation
- Strong attention to detail and responsiveness to changing priorities
- An approachable style with the ability to work with individuals in different roles
- Ability to lift tools and materials as part of daily tasks, up to 50+ lbs/23+ kg
- Capability to perform work requiring standing, walking, crouching bending, kneeling as well as repetitive tasks
- Ability to comprehend and communicate detailed instructions orally and in writing
- Eligibility to work in Canada
- Class G Driver's license with clean abstract
- Intermediate level computer literacy including Microsoft Outlook, Excel, and Word as well as familiarity with other business enterprise platforms

#### Job Type: Full-time

#### Experience:

- landscaping and snow removal: 3 years (required)

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- Team supervision: 2 years (required)
- Vendor management: 2 years (required)

### Licence/Certification:

- Driver's License with a clean Driver's Abstract (required)
- Health & Safety certification (preferred)

### Willingness to travel:

- 100% (preferred)

### Work Location: On the road

