#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Associate Director, Facilities & Operations

**Job Number:** X-337 | VIP: 1042

**Band:** EXEMPT-8

**Department:** Student Housing

**Supervisor Title:** Senior Director, Student Housing

**Last Reviewed:**  August 6, 2024

#### **Job Purpose:**

Reporting to the Senior Director, the Associate Director (AD) provides leadership for the Facilities & Operations department. The AD has responsibility for providing effective services to meet the evolving needs of students and staff by effectively leading planning and operations related to facility services, residence admissions and occupancy management, access control and service provision, and off campus housing supports and services. The incumbent leads with a safety and service-oriented mindset and oversees approximately 800,000 sq ft of facilities in Peterborough and Oshawa.

#### Key Activities:

* Lead the department to establish strategies to ensure the provision of safe, secure, clean, and well-maintained living accommodations, with effective services and support.
* Oversee health and safety, facility services, admissions and occupancy management, access control, service centres, admissions and occupancy management, and off campus operations.
* Forecast short- and long-term occupancy. Develop strategies to maximize residence occupancy, working collaboratively with Business Services & Initiatives. Provide updates and reports to PVP.
* Oversee the development of admissions processes, residence contracts and tenant lease agreements, working directly with legal counsel and the Equity & Human Rights Office. Ensure legal and consultative obligations are met.
* Develop partnerships with local municipalities, community agencies, and institutions to improve access to student housing and deliver joint initiatives that foster positive community relations and support students living off-campus.
* Operationalize leases with private developers, serving as the primary contact for the institution in conflict resolution processes.
* Lead the planning for the 15-year facilities improvement plan to enhance residence spaces and address deferred maintenance. Review and update long-term plans and budget to reflect changes in assumptions, market trends, and goals.
* Accountable for preparing project plans for renovation and projects, including acting as a project sponsor during implementation.
* Oversee the development of portfolio policies and procedures related to areas of expertise.
* Provide financial and human resources leadership to a staff complement of 9 OPSEU staff, 45 student employees, and an annual department budget scope of $4.3 million.
* Participate in an on-call rotation to provide emergency and crisis response support for on-call staff.
* Other duties as assigned.

#### Education Required:

* A graduate degree in a related field is required.
* Certification in facilities management from an accredited body is preferred.

#### Experience/Qualifications Required:

* A minimum of seven (7) years of progressive leadership experience in student housing or facilities management is required.
* Experience with facility services and renewal planning.
* In-depth understanding of enterprise information management systems, reporting, and forecasting.
* Experience with developing and managing operating budgets.
* Demonstrated commitment to and understanding of diversity, equity, inclusion, Indigeneity, and accessibility.
* Demonstrated understanding of relevant legislation and operations of the university.
* A clear police record check is required as a condition of employment.
* An Ontario G Class driver's license with access to a vehicle.

#### Supervision:

* Direct Reports (9):
  + Facility Services Coordinator
  + Facility & Operations Associate x2
  + Service Centre & Operations Coordinator
  + Admissions & Occupancy Management Coordinator x2
  + Admissions & Occupancy Management Associate
  + Community Housing Coordinator
  + Community Housing Associate
* Indirect Reports (46):
  + Student Housing Coordinator
  + A minimum of 45 student employees