1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>992057</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Residence Facilities Project Coordinator (RFPC)</td>
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<tr>
<td>Department:</td>
<td>Residence Services</td>
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<tr>
<td>Reports to:</td>
<td>Associate Director, Residence Facilities</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 0  Indirect 0</td>
</tr>
<tr>
<td>Classification Level</td>
<td>SG10</td>
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<tr>
<td>Last Updated</td>
<td>June/2018</td>
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2. Position Summary

Student Affairs at the University of Victoria helps to transform students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 30 reporting units in six departments: Athletics and Recreation, Campus Services, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services. The comprehensive and integrated range of services we provide make Student Affairs one of the most dynamic and diverse divisions on campus. Together, we support UVic’s vision "to be a university of choice for outstanding students, faculty, and staff from BC, Canada, and around the world."

Residence Services, a unit within the division of Student Affairs, provides accommodation services, programming and education to the on-campus student community, as well as providing a summer conference operation for off-campus customers. The Residence Facilities department is responsible for maintaining clean, safe and healthy housing facilities for approximately 2,300 students in single student housing and 181 family housing units. The Residence Facilities department also ensures that current and future facility projects and development meet Residence Services goals and needs. The Residence Facilities department supports Residence Services and Student Affairs strategic operational, financial, and organizational goals.

Under the guidance of the Associate Director, Residence Facilities (ADR), the Residence Facilities Project Coordinator (RFPC) will support the ADR in the oversight, tracking and management of short-term construction, renovation and maintenance projects in residences, in order to support and enhance the student living experience. The RFPC liaises closely and works collaboratively with all Residence Services, as well as University Facilities Management and/or other university departments to oversee the day-to-day management of projects, managing timelines, budget and scope of both large and small projects to ensure successful and timely completion of projects.

The RFPC is assigned a diverse range of projects varying in scope, complexity and risk, which may range in size from maintenance work to projects valued up to $3 million. Projects may include interior and exterior renovations; upgrades or repairs to equipment, finishes and furniture; and feasibility studies. The RFPC may also be involved in the coordination, prioritization and oversight of preventative and/or demand maintenance work in residences.

The RFPC tracks and reports on project progress, budgets, and timelines to the ADR and the Residence Services management team, communicating on issues and deadlines that impact Residence Services operations. This position liaises with other Residence Services departments in order to coordinate communications and deadlines that support the departmental operations.
The RFPC may be required to respond to emergency facilities situations, including being part of an after-hours on-call rotation.

## 3. Key Responsibilities and Expectations

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<th>Key Responsibilities. % of time</th>
<th>Expectations:</th>
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| **Project Planning 30%**      | - Using current and past reports and data, the RFPC liaises and collaborates with residence staff, Facilities Management staff and/or other stakeholders in the development and planning of projects, including analyzing and defining needs, design, project scope, deliverables, deadlines, budget, risks, and internal and external communication.  
- Collaborates and liaises with FMGT Project Planning and/or FMGT maintenance staff to ensure that: 1) the enhancement of the student experience and the operational needs of Residence Services are prioritized throughout planning, design and project implementation, and 2) design solutions incorporate the internal and external standards, policies and procedures required by the University and the department, and 3) strict timelines and budgets are met in the planning and delivery of projects.  
- Makes recommendations to the ADRF and/or the Director on annual and monthly facilities priorities based on budget, timelines and need.  
- Participates in joint Residence/Facilities Management project planning meetings to assist in the identification of annual project priorities, providing expertise and information as needed. |
| **Project Monitoring and Oversight 30%** | - Ensures assigned projects are delivered with the least disruption to students, families, staff and residence operations and that contractors and university staff understand and comply with strict residence timelines and requirements.  
- Develops and maintains in-depth familiarity with overall residence operations in order to facilitate the smooth development and implementation of projects.  
- Participates in construction and site meetings as required; monitors the inspection processes for quality assurance; reviews monthly project budgets; changes orders; creates reports and other documents.  
- Escalates project issues to ADRF or management team as required.  
- Liaises on a daily or weekly basis with FMGT Maintenance and Operations staff throughout the construction phase to ensure scope, schedule and budget are fully managed according to Residence Services priorities and needs.  
- May participate in the decision making of tendering of projects and tender openings, as required. |
| **Emergency and Demand Maintenance Response 30%** | - Responds to emergency facilities issues or critical incidents in residence, including contacting university staff or contractors, communicating and liaising with Residence Services staff and management as per departmental standards, and providing direction to staff teams or contractors as required.  
- Responds to requests from Residence Services management for facilities enhancements or repairs (projects varying in size |
and complexity), determining whether work is project based or maintenance by consulting Facilities Management.

- Initiates work orders or project plans as required.
- Oversees work schedules and follows up as required.

### Administration

10%

- Monitors and tracks assigned projects, budgets and schedules.
- Creates reports, emails and communications as required (to be approved by residence management) for website or social media updates on facilities projects, to keep Residence Services staff informed and meet residents and guest needs.
- Provides exceptional service to residents and guests by managing communications, following up with timelines, information, etc.
- Participates and/or leads post project reviews with Residence Services and/or Facilities Management staff.
- Provides feedback to Facilities Management staff, on quality control in regards to process and deliverables.

### 4. Classification Factors:

#### Problem-Solving:

This position uses their knowledge and understanding of all phases of project management best practices, as well as construction and industry best practices, to monitor a range construction, renovation and maintenance projects in Residence Services. The RFPC develops and maintains knowledge of construction standards, product specifications, and service standards to find the best solutions so that Residence Services needs and wants are met in all phases of facilities project. The work of the RFPC is guided by departmental processes and work flow procedures, as well as university policies and procedures.

When problem solving, this position will collaborate with user groups, stakeholders, consultants, contractors and Facilities Management staff to develop the best solution to meet the project objectives, timelines, and budget. The RFPC analyzes problems with an understanding of design and technical priorities and in consideration of budgetary restraints and strict deadlines. The RFPC may be asked to make quick decisions and adjustments to resolve issues that could have financial or operational impacts on the residences.

The RFPC will review design specifications and plans, reports, contract documents, and will understand the roles and responsibilities of service providers to provide clear direction to expedite solutions. The RFPC will bring higher-level problems and issues to the attention of the ADRF and/or the Director of Residence Services.

#### Responsibility for Financial & Material resources:

Under the guidance of the ADRF, the RFPC provides oversight for renovation projects up to $3M in value including:

- In collaboration with UVic Facilities Management Project Managers, develop and manage the budget; track expenditures, forecast costs, commitments and cash flow. Maintain internal records for financial documentation. Report to residence management.
- Identify additional residence resources required for delivery of assigned capital projects.
- Review purchases and capital project procurements requiring tendering; make recommendations to ADRF.

#### Responsibility for Human Resources:

The RFPC provides expertise in project teams when planning residence facilities projects and provides informal, project-based guidance to project teams.
**Impact of Decisions and Actions:**
The actions taken and decisions made by this position typically impact project costs and schedules, which impacts revenue in residence services.

**Independence:**
The RFPC works independently on day-to-day oversight of projects, but brings complex issues and decisions that might affect budget, timelines or the student experience to the ADRF and the Director. Decisions are guided by industry standards, regulations, best practices, as well as university policies, and department guidelines, work flow procedures, forms and templates. The Associate Director will provide guidance and direction through regular meetings and daily interactions. Work is reviewed on a regular basis, to ensure objectives are met and coordination with both Facilities Management staff and Residence Services staff is maintained.

## 5. Summary of qualifications:
Architectural, Building or Engineering Technology diploma and/or 3-5 years of recent experience delivering projects. An equivalent combination of education, training and experience could also be considered.

Experience and knowledge should include:
- Experience with the design and implementation of a variety of renovation, construction or facilities projects with values up to $3M
- Participation in multidisciplinary project teams
- Management of budgetary and financial resources in project delivery.
- Experience with facilities maintenance processes and requirements
- Broad technical knowledge relevant to renovation, construction or facilities projects
- Project management methodologies and best practices.

Required skills include:
- Ability to analyze problems and identify positive solutions that resolve a variety of operational, project and technical issues.
- Ability to oversee, track and monitor multiple projects at one time.
- Strong collaborative skills; ability to work with a diverse team of stakeholders.
- Strong interpersonal and communication skills, both written and oral.
- Ability to influence, negotiate and resolve conflicts with project team members, consultants, and/or staff.
- Ability to critique consultants’ design, construction documents, specifications and construction contract and tender documents.
- Ability to provide exceptional service to staff, students and stakeholders.

Assets include:
- Professional Project Management professional (PMP)
- Experience in higher education or a large residential environment an asset

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<th>Employee’s Signature:</th>
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<th>Manager's/Supervisor’s Signature</th>
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