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JOB FACT SHEET

1 Introduction See Page 4 in Guidebook

The collection of accurate, complete, up-to-date and gender neutral job information is essential to, and forms the basis of the job evaluation process.

This job fact sheet provides a format and serves as a questionnaire designed to describe a job, to capture the skill, effort and responsibility normally required in the work, and to record the conditions under which it is usually carried out. The job fact sheet focuses on **CURRENT** job content and requirements. **THIS IS NOT AN APPRAISAL OF YOUR PERFORMANCE ON THE JOB.**

Please read the job fact sheet carefully, and complete each section. Throughout the job fact sheet examples are requested and are important as you describe the job. Attach additional pages if necessary.

Your immediate out of scope supervisor or assigned job fact sheet reviewer (where appropriate) will review your completed job fact sheet. Feel free to keep a copy of the job fact sheet. Please complete the signature Section (17) on page 21.

Any changes, as mutually agreed with your supervisor/job fact reviewer are to be recorded in the specific job fact sheet section and initialed by both parties. Additional job holder comments can be recorded in Section (16) on page 21. Additional supervisor/reviewer comments can be recorded in Section (18) on page 22.

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2 Job Identification See Page 6 in Guidebook

Job Title *Maintenance Supervisor*

JEC # 156

Name of person completing the job fact sheet for single employee job or contact person for multi-employee (group) job fact sheet submission.

REPRESENTATIVE JOB FACT SHEET

Home Telephone: _____

Work Telephone: _____

Health District _____

Facility/Agency _____

Department _____

Part-time Full-time Other (specify) _____

See Section (17) on page 21 for signatures.

Office use only:

3 Job Summary See Page 8 in Guidebook

Briefly describe the general purpose of this job. Consider "Why does this job exist?" and "What is this job responsible for?"

Supervises the operations of the Maintenance Department(s) and related building systems and equipment.

4 Key Work Activities See Page 10 in Guidebook

Consider the full range of job duties or responsibilities undertaken over the year. Summarize these in rough form before completing this section. **Group the job duties or responsibilities that are related and summarize them by a phrase, at the top of each box** (i.e. counselling and patient education; preventative maintenance; community involvement). Estimate (to the nearest 5%) the percentage of time per year spent on each key work activity summarized in the section(s) below. **The total of all key work activity sections should equal 100%.** For example: 1/2 day every day per year = 50%; 3 months per year = 25%; 2 1/2 weeks per year = 5%. (See Guidebook for other examples.)

After summarizing each key work activity, provide details or examples that describe the related job duties or responsibilities.

Key Work Activity A: Supervisory**Duties/Responsibilities:**

- ◆ *Supervises, prioritizes workload, schedules staff and deals with staff payroll issues.*
- ◆ *Provides input into staffing, performance evaluations and performance reviews.*
- ◆ *Coordinates orientation, education and training for staff and students.*
- ◆ *Develops policies and procedures for approval.*
- ◆ *Ensures the appropriate policies and standards are implemented and maintained.*
- ◆ *Directs / coordinates preventative maintenance program.*
- ◆ *Communicates with and motivates staff.*
- ◆ *Acts as a liaison with other departments and outside agencies.*
- ◆ *Oversees projects / renovations.*
- ◆ *Ensures manuals / blueprints are current.*

Key Work Activity B: Administration

Duties/Responsibilities:

- ◆ *Prepares estimates (e.g., repairs, projects, renovations).*
- ◆ *Prepares reports (e.g., preventative maintenance, project status, recommendations).*
- ◆ *Coordinates the education and training of staff.*
- ◆ *Assists in establishing and implementing policies and procedures.*
- ◆ *Approves and verifies budget expenditures / service agreements.*
- ◆ *Corrects / verifies payroll.*
- ◆ *Plans and monitors renovation projects.*
- ◆ *Liaises with purchasing staff, project leaders, planner (e.g., preventative maintenance, renovations, project tendering).*
- ◆ *Recommends project progress payments.*
- ◆ *Maintains inventory (e.g., obtains quotations).*

Key Work Activity C: Maintenance

Duties/Responsibilities:

- ◆ *Performs final inspections of projects / renovations.*
- ◆ *Installs, repairs and maintains equipment.*
- ◆ *Analyses and troubleshoots equipment/project problems.*
- ◆ *Provides technical direction.*
- ◆ *Upgrades and/or modifies equipment / systems.*

Key Work Activity D: Related Key work Activities

Duties/Responsibilities:

- ◆ *Leads projects, including other trades and contractors.*

Key Work Activity E: _____ (%)

Duties/Responsibilities:

5 Decision Making See Page 14 in Guidebook

1 = Almost never
 2 = Sometimes
 3 = Often
 4 = Most of the time

(a) In this job, do you (**circle all responses that apply**):

Follow specific instructions/procedures, use well-defined methods or use established guidelines to achieve desired end results. Example: *Codes* 1 2 3 4

Modify or change established department methods and procedures, but stay within program or legislative boundaries. Example: *Preventative maintenance routines* 1 2 3 4

Develop new solutions to diverse and complex problems with conflicting requirements because there are no guidelines. Example: *Modifying obsolete equipment* 1 2 3 4

Other (specify) _____ 1 2 3 4

(b) When there is a situation you have not come across before do you (**circle all responses that apply**):

Immediately ask the supervisor/leader what to do 1 2 3 4

Ask co-workers for help in deciding what to do 1 2 3 4

Read manuals and figure out what to do 1 2 3 4

Decide with my supervisor what to do 1 2 3 4

Check guidelines and past practices 1 2 3 4

Decide what to do based on my related experience 1 2 3 4

Get advice with problems from management and/or other sources (i.e. suppliers, consultants) 1 2 3 4

Other (specify) _____ 1 2 3 4

(c) To what extent are the decision making requirements of this job guided by others (**circle all responses that apply**):

Immediate supervisor (Example) *Manager* 1 2 3 4

Others in own program/department (Example) *Employees* 1 2 3 4

Others district wide (Example) *Peers* 1 2 3 4

Departmental Management (Example) *Director* 1 2 3 4

Specialists/Clinical Experts (Example) *Consultants* 1 2 3 4

Senior Management (Example) _____ 1 2 3 4

Other (Example) _____ 1 2 3 4

6 Education and Specific Training See Page 16 in Guidebook

(a) What **minimum** level of completed schooling or formal training would be necessary for a **new person** being hired into this job?

Elementary School Grade 8

High School: Grade 9 Grade 10 Grade 11 Grade 12

Technical/Vocational /Community College 1 yr 2 yrs 3 yrs

Specify: (Do not use abbreviations) _____

Licensed Trades: 1 yr 2 yrs 3 yrs 4 yrs 5 yrs

Specify: (Do not use abbreviations) *Journeyman certificate in an applicable maintenance trade*

University: 3 yrs 4 yrs Masters

Specify: (Do not use abbreviations) _____

(b) Is any Provincial, National or professional certification mandatory? Yes No

Specify: (Do not use abbreviations) *Journeyman certificate*

(c) What additional special skills, training or licenses are needed to perform the job (please specify) and indicate length of course/program? (Do not use abbreviations)

- ◆ *Basic computer skills*
- ◆ *Organizational and leadership skills*
- ◆ *Ability to work independently*
- ◆ *Communication and interpersonal skills*
- ◆ *Valid drivers license, where required by the job*

7 Experience See Page 18 in Guidebook

Estimate the minimum relevant experience gained prior to (a) and/or on the job (b), that is required for a new person with the education recorded in Section 6, to acquire the skills needed to carry out the requirements of this job.

(a) Required previous related job experience.

- None
- Up to 3 months
- 6 months
- 9 months
- 1 year
- 2 years
- 3 years
- 4 years
- 5 years and 9 months
- More (specify years) _____

Describe the experience requirements gained on previous jobs here or elsewhere needed to prepare for this job (Do not include practicum or apprenticeship if covered in Section (6) education).

◆ *Thirty-six (36) months working as a Journeyperson in a commercial/industrial maintenance environment to consolidate knowledge and skills.*

(b) Average time required on the job to learn and/or adjust to this job.

- 1 month or less
- 3 months
- 6 months
- 9 months
- 1 year
- 2 years
- 3 years
- More (specify years) _____

Describe the tasks and responsibilities that need to be learned in order to satisfy the requirements of this job.

◆ *Develop supervisory/administrative skills*

◆ *Become familiar with region/facility/department policies and procedures*

8 Independent Judgement See Page 20 in Guidebook

All jobs require some independent action, but to varying degrees. Some jobs are highly structured and have many formal procedures, while others require judgements or actions that have no precedents to serve as a guide.

Consider the type and level of guidance provided to this job. Guidance can come from rules, instructions, established procedures, defined methods, manuals, policies, professional standards, precedents, leadership from others and direct supervision.

(a) To what extent does this job control its own work as opposed to being guided by influences such as rules, procedures, policies, supervisory presence or instructions directing actions required. Please check the answer that most closely represents expected job requirements.

- Most job requirements (to the extent possible) are set out within structure and rules and/or readily understood schedules to guide job tasks/duties required.
- Some restrictions apply, but the control over setting work priorities and pace of work is contained within the job.
- There are minimal restrictions, leaving significant control over the work being carried out within the scope of the job.
- Other (please explain).

(b) To what extent does this job exercise judgement to determine how the work is to be done? Please check the answer that most closely represents expected job requirements.

- Work is mostly repetitive and predictable with little need for judgement.
Example: _____
- Work may present some unusual circumstances that require judgement or choices to be made.
Example: _____
- Work presents difficult choices or unique situations that require judgement.
Example: *Maintaining services during equipment failures and shutdowns*

- Other (please explain).

9 Working Relationships See Page 22 in Guidebook

(a) What are the typical contacts or working relationships **necessary** in doing this job? For each contact listed below determine the purpose of the contact and **check off all that apply** in the chart below. **Do not include contact with those you supervise.**

Purpose of Contact

- A) No exchange
- B) Exchange of factual or work related information
- C) Explanation and interpretation of information or ideas
- D) Discussion of problems with a view to obtaining consent, cooperation and/or coordination of activities
- E) Counselling
- F) Secure cooperation of others for the development of services, programs, policies or agreements on behalf of the Program/Department
- G) Negotiation of service and/or supply agreements

Work Related Contact	Check Off All That Apply (more than one if applicable)						
	Purpose of Contact						
	A	B	C	D	E	F	G
Employees in the same department		✓	✓	✓			
Employees in another department/site/agency (specify)		✓	✓	✓		✓	
Students		✓	✓				
Managers/supervisors of programs/departments or services		✓	✓	✓		✓	
Clients/patients/residents		✓	✓				
Family of clients/patients/residents		✓					
Physicians		✓	✓				
Business representatives		✓	✓	✓		✓	✓
Suppliers/contractors		✓	✓	✓		✓	✓
Volunteers		✓					
General public		✓	✓				
Other health care organizations or agencies		✓	✓	✓			
Professional organizations/agencies		✓	✓				
Government departments		✓	✓				
Social Service establishments	✓						
Community Agencies	✓						
Police and Ambulance	✓						
Foundations	✓						
Others (specify)							

9 Working Relationships (cont d)

How often does your job require you to:

1 = Almost never
2 = Sometimes
3 = Often
4 = Most of the time

(b) Have to tell people things they don't want to hear?

Other employees	1	2	<u>3</u>	4
Client/patients/residents/families	1	<u>2</u>	3	4
The general public	1	<u>2</u>	3	4
Other (specify) _____	1	2	3	4

(c) Have contact with very upset or very angry:

Clients/patients/residents/families (not other workers)?	1	<u>2</u>	3	4
Outside groups (not other workers)?	1	<u>2</u>	3	4
General public	<u>1</u>	2	3	4
Other employees	1	<u>2</u>	3	4
Management	1	<u>2</u>	3	4
Physicians	<u>1</u>	2	3	4
Other (specify) _____	1	2	3	4

(d) Have contact with extreme/special needs clients/patients/residents?

Specify: _____

(e) Talk with clients/patients/residents:

Get information from them	1	<u>2</u>	3	4
Inform them	1	<u>2</u>	3	4
Counsel them	<u>1</u>	2	3	4
Devise mutual goals/objectives with them	<u>1</u>	2	3	4
Check on their progress	<u>1</u>	2	3	4

(f) Talk with families:

Get information from them	1	<u>2</u>	3	4
Inform them	1	<u>2</u>	3	4
Counsel them	<u>1</u>	2	3	4
Devise mutual goals/objectives with them	<u>1</u>	2	3	4
Check on their progress	<u>1</u>	2	3	4

10 Impact of Action See Page 26 in Guidebook

When carrying out your job duties and responsibilities what is the likelihood that there would be an impact or outcome affecting the following? Such affects are typical and are not to be classed as carelessness, wilful neglect or extreme circumstances.

Safety of others Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Diligent in enforcing Occupational Health and Safety, WHMIS and regulatory standards / codes with staff*

Client/patient/resident relations Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Diligent in enforcing safety standards to maintain safe environment for clients*

Family of clients/patients/residents Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Same as above*

Provision of services Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Prompt response to mechanical equipment and systems to limit disruption*

Departmental/site/agency/district operations Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Same as above*

Equipment/instruments Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Diligence in maintaining service and repair to equipment to prevent failure*

Reports and records Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Maintaining warranty and preventative maintenance of equipment*

Financial resources Is an impact likely? Yes No

If yes, please provide an example(s)

- ◆ *Optional utilization of human and material resources*

Other Is an impact likely? Yes No

If yes, please provide an example(s)

11 Leadership/Supervision See Page 28 in Guidebook

Leadership refers to the requirements of the job to supervise others, lead others, provide functional guidance or provide technical direction to enable others to carry out their job. Do not include clients/patients/residents.

Specify any jobs or work group as appropriate, under one or more of these categories. **Check all that apply and provide examples.**

Examples

- Provide occasional orientation to others. *New employees*
- Assign and/or check work of others doing work similar to yours. *Review work assignments with other supervisors*
- Lead a project team; prioritize tasks, assign work, monitor progress to achieve planned outcome(s). *Coordinate with other trades and contractors*
- Provide functional advice/instruction to others in how to carry out work tasks. *Delegate work of others*
- Provide technical direction as an expert in a field in order for others to carry out their primary job responsibilities. *Related to trades*
- Provide input to appraisal, and/or hiring. *Involved in appraisals and hiring interviews*
- Coordinate replacement and/or scheduling of employees. *Maintenance staff*
- Supervise a work group; assign work to be done, methods to be used, and take responsibility for all the group. _____
- Supervise the work, practices and procedures of a defined program. _____
- Supervise the work, practices and procedures of a department. *Maintenance staff*
- Provide counselling and/or coaching to others. _____
- Provide health promotion/outreach (teaching/instruction). _____
- Other (specify) _____

12 Responsibility for Resources See Page 30 in Guidebook

Responsibility for resources refers to the responsibility of the job for determining the use of resources, setting service standards and/or monitoring the results produced by others.

Determining the use of resources affects the way resources such as information, material, processes, instrumentation, equipment, technology and finances are utilized at the workplace in order to contribute to the control and/or flow of work.

While all jobs have a responsibility to ensure quality, service and/or performance criteria established for the job are met, some jobs are also responsible for setting service standards and/or monitoring the results produced by other jobs.

From the following, please check all that apply.

	Examples
✓ Provide input for the evaluation of services delivered.	<i>Contractors</i>
✓ Make resource allocation choices.	<i>Best prices</i>
✓ Design programs and/or services for delivery.	<i>Preventative maintenance</i>
✓ Develop new methods and/or procedures.	<i>Preventative Maintenance</i>
✓ Modify established methods and/or procedures.	<i>Quality assurance</i>
✓ Establish tests and/or service standards.	<i>Conduct audits</i>
✓ Verify accuracy of information provided by others.	<i>Verify invoices</i>
✓ Select vendors/contractors for supply of goods and services.	<i>Review/select tenders</i>
✓ Prioritize order/sequence of tasks carried out.	<i>Assign and coordinate work</i>
✓ Determine training needs for others.	<i>Orientation on equipment</i>
✓ Approve expenditures and/or commitment of resources.	<i>Purchase of equipment and materials</i>
✓ Edit reports produced by others.	<i>Blueprints</i>
<input type="checkbox"/> Address changes in conditions that affect client/patient care plan.	_____
✓ Develop expenditures for budget planning.	<i>Materials and estimates</i>
✓ Develop internal control procedures.	<i>Inventory control</i>
✓ Ensure compliance with regulations.	<i>Codes and policies</i>
<input type="checkbox"/> Other (specify)	_____

13 Physical Demands See Page 32 in Guidebook

(a) What **physical effort** is required on a **regular** basis for your job? Please provide examples that are applicable to your job.

Indicate the duration of time that the activity is present during the normal workday or shift. (e.g. For an 8 hour shift 6 hrs = 75%, 4 hrs = 50%, 2 hrs = 25%, 1 hr = 12%, ½ hr = 6%). **Percentages may not add to 100%.**

Place a checkmark in the chart below indicating the frequency of occurrence over a year. Indicate weight where applicable.

Light weight up to 9 kg/20 lbs

Medium weight over 9 kg/20 lbs

Heavy weight over 23 kg/50 lbs

Occasional - means the activity occurs once in a while.

Frequent - means the activity occurs often.

Continuous - means the activity occurs almost every day.

ACTIVITY EXAMPLES	WEIGHT	DURATION	FREQUENCY		
	Light, Medium, Heavy (specify)	Approximate % of time/day	Occasional	Frequent	Continuous
<i>Walking checking work of employees</i>	<i>L</i>	<i>30%</i>			✓
<i>Sitting</i>	<i>L</i>	<i>10 - 60%</i>			✓
<i>Pushing / pulling</i>	<i>M</i>	<i>5%</i>		✓	
<i>Crawling, walking, climbing, lifting, standing while assessing/supervising work requirements</i>	<i>L H</i>	<i>20 60%</i>			✓

13 Physical Demands (cont d)

(b) Does your work require **accurate hand/eye or hand/foot coordination**? Please provide examples that are applicable to your job.

Indicate the duration of time that the activity is present during the normal workday or shift. (e.g. For an 8 hour shift 6 hrs = 75%, 4 hrs = 50%, 2 hrs = 25%, 1 hr = 12%, ½ hr = 6%). **Percentages may not add to 100%.**

Place a checkmark in the chart below indicating the frequency of occurrence over a year.

Occasional - means the activity occurs once in a while

Frequent - means the activity occurs often.

Continuous - means the activity occurs almost every day.

ACTIVITY EXAMPLES	DURATION	FREQUENCY		
	Approximate % of time/day	Occasional	Frequent	Continuous
<i>Power / hand tools</i>	<i>30-50%</i>		✓	
<i>Computer operation</i>	<i>20%</i>			✓
<i>Writing</i>	<i>5%</i>	✓		
<i>Climbing ladders</i>	<i>10%</i>	✓		

14 Sensory Demands (cont d)

(b) Does your job require that you **Listen Attentively**? Please provide examples that are applicable to your job.

Indicate the duration of time that the activity is present during the normal workday or shift. (e.g. For an 8 hour shift 6 hrs = 75%, 4 hrs = 50%, 2 hrs = 25%, 1 hr = 12%, ½ hr = 6%). **Percentages may not add to 100%.**

Place a checkmark in the chart below indicating the frequency of occurrence over a year.

Occasional - means the activity occurs once in a while.

Frequent - means the activity occurs often.

Continuous - means the activity occurs almost every day.

ACTIVITY EXAMPLES	DURATION	FREQUENCY		
	Approximate % of time/day	Occasional	Frequent	Continuous
<i>Communication</i>	40%			✓
<i>Alarms / pagers / radios</i>	25%			✓
<i>Equipment operation</i>	30%			✓
<i>Taking direction</i>	10%		✓	
<i>Giving instructions</i>	10%			✓

(c) Must attention be shifted frequently from one job detail to another?

- Yes
- No

If yes, please give examples: *Shifting of priorities in emergent situations.*

15 Working Conditions See Page 40 in Guidebook

(a) Are you exposed to some degree of **unpleasantness** in the day-to-day activities of your job? **Check all conditions that apply to you, and indicate only one of "occasional", "frequent", "continuous".**

Occasional - means the condition occurs once in a while.

Frequent - means the condition occurs often.

Continuous - means the condition occurs almost every day.

CONDITION (specify if applicable)	OCCASIONAL	FREQUENT	CONTINUOUS
Blood/body fluids	✓		
Chemical substances (specify) <i>Water treatment</i>		✓	
Cold	✓		
Congested workplace	✓		
Dust	✓		
Extreme temperature	✓		
Foul language	✓		
Grease		✓	
Head lice			
Heat	✓		
Inadequate lighting	✓		
Inadequate ventilation	✓		
Insects, rodents, etc.	✓		
Interruptions			✓
Isolation			
Latex	✓		
Moisture	✓		
Mold			
Multiple deadlines		✓	
Noise		✓	
Odour		✓	
Oil		✓	
Radiation exposure (specify) <i>Radioactive waste system</i>	✓		
Second hand smoke			
Soiled linens			
Steam		✓	
Transporting or handling human remains			
Travel	✓		
Vibration		✓	
Other (specify) <i>Asbestos</i>	✓		

15 Working Conditions (cont d)

(b) Is there some degree of exposure to **hazards** in the day-to-day activities of your job? **Check all hazards that apply to you, and indicate only one of "occasional", "frequent", "continuous".**

Occasional - means exposed to hazards once in a while.

Frequent - means exposed to hazards often.

Continuous - means exposed to hazards almost every day.

HAZARD (specify if applicable)	OCCASIONAL	FREQUENT	CONTINUOUS
Abusive clients	✓		
Blood/body fluids	✓		
Chemical substances (specify)		✓	
Travelling in inclement weather	✓		
Excessive/unpredictable weights	✓		
Exposure to infectious disease (specify) <i>Biohazards waste</i>	✓		
Extreme noise	✓		
Faulty/inadequate equipment		✓	
Personal injury	✓		
Personal safety at risk due to isolation			
Radiation exposure (specify)	✓		
Sharp objects		✓	
Small aircraft			
Steam		✓	
Verbal and/or physical abuse	✓		
Video display terminal		✓	
Violence			
Working from heights	✓		
Other (specify)			

(c) Do you have to take certain training, precautions or wear protective clothing to avoid a work injury?
(Check one and provide an explanation or example of the type of precaution(s) normally taken).

Yes

No

Please explain your answer: *Eye, ear, respiratory, apron and gloves*

16 Other Comments See Page 44 in Guidebook

Please add any additional information or comments and reference the specific job fact sheet section and question as appropriate.

USE ADDITIONAL SHEETS IF NECESSARY.

17 Signatures See Page 46 in Guidebook

(a) Single job submission

Signature: _____

Date: _____

(b) Multiple job/group submission

Signatures:

Date: _____

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