

# Job Fact Sheet Questionnaire

## CAAT Job Evaluation System for Non-Bargaining Unit Employees

### Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges' Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College's recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position's Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process, and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

#### POSITION IDENTIFICATION

Effective: 30-Apr-2026

**College:** St. Lawrence College  
**Incumbent:** Vacant  
**Position Title:** Manager, Facility Operations  
**Classification:** Pay band 10  
**NOC Code:** 70012  
**Division/Department:** Facility Management Services  
**Location/Campus:** Tri-Campus  
**Immediate Supervisor (title):** Director of Facility Management Services

#### Type of Position:

Administrative  
   Sessional Academic  
   Part-Time Support  
   Part-Time Administrative  
   Part-Time Academic  
   Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent: \_\_\_\_\_ Date: \_\_\_\_\_

Recommended by

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Position's Manager: \_\_\_\_\_

Date: \_\_\_\_\_

**Approved by**  
Senior Manager: \_\_\_\_\_

Date: \_\_\_\_\_

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## POSITION SUMMARY

**Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.**

The Manager, Facility Operations is accountable for the leadership, direction and management of operations of all college facilities and related equipment and systems. The incumbent will ensure that an appropriate physical environment exists to support the college's activities and ensure that the college is compliant with all regulatory agencies having jurisdiction.

## KEY DUTIES

**Provide a description of the position's key duties. Estimate the percentage of time spent on each duty (to the nearest 5%). Add an extra page if necessary.**

<u>KEY DUTIES</u>	<u>% OF TIME</u>
<b>1. Responsible for facilities operations</b>	<b>(40%)</b>
Directs the safe, efficient and effective operations of Engineering and Maintenance services for approximately 1 million square feet of building space and 100 acres of grounds including; Daily operations and cyclical renewal of all College facilities, building maintenance, site improvements and grounds maintenance, environment control (building automation, heating, cooling, ventilation systems), utilities consumption, infrastructure (electrical distribution, water, sewer, etc.), mail services.	
Directs the tri campus energy management program balancing energy conservation with acceptable comfort levels for all occupants.	
Contributes to a safe and secure work environment by ensuring that all staff and all departmental activities follow the health and safety requirements outlined by College directives and regulatory authorities as they apply to the work being performed.	
Prepares contracts and specifications and awards contracts, e.g. supply of electrical power, fossil fuels, building systems maintenance, service contracts, grounds/parking lot maintenance, waste disposal/recycling, etc., in compliance with the college's purchasing policy. Develops, implements and maintains performance standards and measurement tools to ensure the College has the best possible service under contracts.	
Notification of contract noncompliance for contracted service providers up to contract termination with Director of FMS/Finance approval.	
Negotiates professional service contracts and directs the work of	

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consultants (architects/engineers) as required.

Liaises with local Ministry of Labour office on any compliance matters.

### **2. Provides Leadership**

**(25%)**

Provides leadership and direction to support staff and contracted maintenance staff by establishing goals, work assignments, determining priorities and staff scheduling.

Advises and guides subordinate staff in resolving issues and problems; provide 24x7 support, technical consultation and directions to subordinate staff

Develop and implement policies to promote customer service and positive client relationships

### **3. Active member of the College management team**

**(10%)**

Confers with and provides comprehensive expertise and advice to the College community relating to building and grounds operational issues and building projects design.

Ensures compliance to College policies and procedures, municipal statues, and federal and provincial acts and regulations related to facility operations. Represents the college in dealing with these matters

Participates as a key resource for the College Space Planning Committee and Health and Safety Committee.

Actively participates in various College committees from staff selection committees to community-based liaison committees.

Develops and implements, for College approval, College policies and procedures consistent with College requirements and municipal, provincial and federal acts and regulations related to facility operations

### **4. Responsible for human and fiscal resources**

**(25%)**

Maintains a high level of performance in subordinate staff through

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effective recruiting, selecting, developing, motivating and evaluating.

Ensures staff are and remain skilled and knowledgeable and implements appropriate training as necessary to meet College needs and objectives.

Disciplines departmental staff as warranted up to termination with Director of FMS/Finance approval.

Develops, implements and monitors tri campus budgets for building operations (in excess of \$2 million) and energy use (close to \$2 million).

Develops and implements multi-year infrastructure equipment replacement plan

Compiles, analyses and maintains statistical data/reports of department operations using computer and web-based systems.

Ensures a safe environment by promoting and coordinating the Health and Safety work functions of persons engaged in engineering and maintenance activities.

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**TOTAL:**

**100%**

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### 1. COMPLEXITY - JUDGEMENT (DECISION MAKING)

**Complexity** refers to the **variety** and relative **difficulty** of **comprehending** and **critically analyzing** the material, information, situations and/or processes upon which decisions are based.

**Judgement** refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

**Provide up to three examples of the most important and difficult decisions that an incumbent is typically required to make.**

- a) Selection of all new and replacement electrical/mechanical infrastructure equipment; chillers, boiler systems, air handling systems, energy efficient heat recovery systems, electrical distribution systems, etc., including development of a 5-year equipment capital replacement plan with funding source identification. Selection of general building and building envelop systems. Current replacement value of facilities is \$235 million.
- b) Development and implementation of tri campus facilities operation budget in excess of \$3,000,000. Accountable for cost control on all budget line items.
- c) Selection of energy supply providers, as well as the development and implementation of an energy commodity supply budget close to \$2,000,000.
- d) Reviewing and determining noncompliance to service contracts and regulatory agencies ie ESA, TSSA, and implementing corrective action.

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### 2. EDUCATION (to be completed by the College)

Education refers to the **minimum level** of formal education and/or the type of training or its equivalent that is required of an incumbent at the **point of hire** for the position. This may or may not match an incumbent's actual education or training.

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

#### Non-Post Secondary

Partial Secondary School

Secondary School Completion

#### Post Secondary

1-Year Certificate

4-Year Degree

2-Year Diploma

Masters Degree

3-Year Diploma/Degree

Post Graduate Degree

Professional Designation

Specify:

Other

Specify:

#### A) Specify and describe any program speciality, certification or professional designation necessary to fulfil the requirements of the position.

A 3-year diploma in one of the following areas of study or in a related area of study:

- Electrical Engineering Tech.
- Mechanical Engineering Tech.
- Civil Engineering Tech.
- Building Environmental Systems Facility Manager

#### B) Specify and describe any special skills or type of training necessary to fulfil the requirements of the position (e.g., computer software, client service skills, conflict resolution, operating equipment).

- A thorough knowledge of applicable legislation, regulations, standards, principles/practices and ministry policies affecting the College (i.e. WHIMS, Occupational Health and Safety Act, Building and Fire Code, Electrical Code, Electrical Safety Association, Technical Safety Standards Association: Elevating Device Act, Fuels compliance, Pressure Vessel Act etc.) is required as well as a proven ability to write and train staff on policy and procedures. Ability to resolve staff as well as contractor conflicts.

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### 3. EXPERIENCE (to be completed by the College)

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the **point of hire** into the position. This may or may not match the incumbent's actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College's recruitment requirements.

**Experience required at the point of hire. Up to and including:**

- |  |   |
|--|---|
| <input type="checkbox"/> 0 - no experience | <input type="checkbox"/> 3 years            |
| <input type="checkbox"/> 1 month           | <input checked="" type="checkbox"/> 5 years |
| <input type="checkbox"/> 3 months          | <input type="checkbox"/> 7 years            |
| <input type="checkbox"/> 6 months          | <input type="checkbox"/> 9 years            |
| <input type="checkbox"/> 1 year            | <input type="checkbox"/> 12 years           |
| <input type="checkbox"/> 18 months         | <input type="checkbox"/> 15 years           |
| <input type="checkbox"/> 2 years           | <input type="checkbox"/> 17 years           |

**Specify and describe any specialized type of work experience necessary to fulfill the requirements of the position.**

- Progressive experience in operating and maintaining building infrastructure.
- Experience in managing infrastructure improvement projects.

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### 4. INITIATIVE - INDEPENDENCE OF ACTION

Initiative - Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent has to **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in-controls dictated by computer/management systems.

**A) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.**

- a) Selection of infrastructure equipment (Heating Systems, Air conditioning Systems, Electrical Distribution Systems, Control Systems) based on cost/benefit, energy conservation, equipment efficiency and serviceability. Negotiation of Service Level Agreement with College.
- b) Determination of tri campus energy budget in excess \$2 million and a tri campus building operation budget in excess of \$2 million.
- c) Initial steps of discipline with direct reporting employees and notification of contract noncompliance for contract service providers.
- d) Hiring Full Time and Part Time staff.

**B) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.**

- a) Budget expenditures above level 1
- b) College policy changes
- c) Termination of staff
- d) Termination of Contract Service supplier

**Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.**

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- College policies, Ministry policies, WHIMS, Occupational Health and Safety Act, Building and Fire Code, Electrical Code, Electrical Safety Association, TSSA, Elevating Device Act, Fuels compliance, Pressure Vessel Act, Professional Engineering Organization, etc.

### 5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgement** made by an incumbent, despite due care, could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgement.

**Give up to three examples of the typical types of errors in judgement that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, affects on staff, students, clients or public.**

- a) Failure to maintain infrastructure (HVAC, electrical systems, building envelop, site services and grounds) would result in College closure for extended periods and result in significant repair and academic activity relocation costs.
- b) Lack of attention to service contract compliance would result in a waste of college resources and negatively impact college operations.
- c) Failure to maintain and create an acceptable learning environment could result in reduced Key Performance Indicators for students and graduates.

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### 6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types, importance and intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the **nature** of the contact.

**Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counselling.**

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
			Occasional	Frequent
Internal to the College:			Occasional	Frequent
Internal to the college, e.g. students, staff, senior management, colleagues.	Managers			X
	Students			X
	Staff			X
	Vice presidents			X
External to the College:			Occasional	Frequent
External to the college, e.g. suppliers, advisory committees, staff at other colleges, government, public/private sector.	Contractors	Ensure they are performing work on campus in accordance with the act		X
	Suppliers	Sourcing solutions to safety issues		X
	Consultants	Providing advice on safety matters as they relate to their designs		X
	Regulatory Authorities	Resolving issues related to regulatory compliance		X
	Other college peers	Exchanging information & bench marking best practices		X
	General public	Responding to issues or concerns related to safety	X	
<b>Occasional (O)</b>	<b>Contacts are made once in a while over a period of time.</b>			
<b>Frequent (F)</b>	<b>Contacts are made repeatedly and often over a period of time.</b>			

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### 7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

**Character of Supervision** identifies the **degree and type** of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

(√) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- Not responsible for supervising or providing guidance to anyone.
- Provides technical and/or functional guidance to staff and/or students.
- Instructs students and supervises various learning environments.
- Assigns and checks work of others doing similar work.
- Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- Manages the staff and operations of a program area/department.\*
- Manages the staff and operations of a division/major department.\*
- Manages the staff and operations of several divisions/major departments.\*
- Acts as a consultant to College management.
- Other e.g., counselling, coaching. Please specify:
  -

\* Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

**Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.**

- FMS site supervisors
- Service contractors
- Capital Planning committee
- Various standing committees; Space Allocation, Health & Safety

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### 7b. SPAN OF CONTROL

**Span of Control** is complementary to **Character of Supervision/Functional Guidance**. Span of Control refers to the **total number of staff** for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

**Enter the total number of full time and full-time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.**

Type of Staff	Number of Staff
Full-Time Staff	7
Non-Full Time Staff (FTE) *	.5
Contract for Service **	
<b>Total:</b>	7.5

**\* Full Time Equivalency (FTE) conversions for non-full-time staff are as follows:**

#### Academic Staff

Identify the total average annual teaching hours taught by all non-full-time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post secondary teachers and 760 hours for non-post secondary teachers.

#### Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

#### Administrative Staff

Identify the total average annual hours worked by non-full-time administrative staff for which the position is accountable and divide by 1820 hours.

#### \*\* Contract for Services

When considering “contracts for services,” review the nature of the contractual arrangements to determine the degree of “supervisory” responsibility the position has for contract employees. This could range from “no credit for supervising staff” when the contracting company takes full responsibility for all staffing issues to “prorated credit for supervising staff” when the position is required to handle the initial step(s) when contract staffing issues arise.

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### 8. PHYSICAL AND SENSORY DEMANDS

**Physical/Sensory Demands** considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

#### PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Sitting			X		
Walking		X			
Climbing	X				
Carrying light objects	X				

#### SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counselling, tasting, smelling etc.

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
several hours daily in meetings			X			
Attention to detail and accuracy requirement to accumulate and analyse data and prepare reports with strong attention to detail		X				
Reading – regular requirement in day-to-day activities and to remain current on trends/new regulations/etc		X				
Composition of documentation – inspection reports, policies, regulatory reports		X				

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Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Communications – regularly required to convey information and directions					X	

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### FREQUENCY:

<b>Occasional:</b>	Occurs once in a while, sporadically.
<b>Moderate:</b>	Occurs on a regular, ongoing basis for up to a quarter of the work period.
<b>Considerable:</b>	Occurs on a regular, ongoing basis for up to a half of the work period.
<b>Extended:</b>	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
<b>Continuous:</b>	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

### DURATION:

<b>Short:</b>	Up to one hour at a time without the opportunity to change to another task or take a break.
<b>Intermediate:</b>	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
<b>Long:</b>	More than two hours at a time without the opportunity to change to another task or take a break.

## 9. WORKING CONDITIONS

**Working Conditions** considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

### Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Types of Activities That Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Extreme temperatures, dirt and hazardous conditions on a construction site	X		
Exposure to unknown hazards on entry as part of incident investigations	X		
Exposure to verbal abuse in obtaining compliance with	X		

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Types of Activities That Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
orders			
Travel required to other campuses weekly and to provincial meetings		X	

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### Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities That Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Exposure to chemicals during management inspections		X	
Exposure to electrical and mechanical hazards during inspections		X	
Exposure to falls requiring fall arrest during inspections	X		
Exposure to conflict during dispute resolution activities	X		
Designated substances as part of management plan	X		

### Frequency:

<b>Occasional</b>	Occurs once in a while, sporadically.
<b>Frequent</b>	Occurs regularly throughout the work period.
<b>Continuous</b>	Occurs regularly, on an ongoing basis, throughout most of the work period.

### Additional Notes Pertaining to this Position:

Please save form in the following format: "Position Title – Department – Incumbent".

Please note formatting errors will be corrected if necessary.

To cursor from one entry point to the next please use the arrow keys or Tab.