

Careers in the Supply Chain

BUILDING MAINTENANCE

National Occupational Classification Code – 0721

Alternative Titles:

- chief, coordinator support services
- facility operations coordinator
- head, facilities maintenance
- maintenance coordinator
- mechanical services superintendent
- plant maintenance superintendent
- superintendent, maintenance and service



Job Description

People working in building maintenance plan, organize, direct, control and evaluate the operations of commercial and retail facilities.

General Job Description

Building maintenance employees are responsible to provide a variety of regular preventative maintenance activities, both interior and exterior, for the facility, unit or store. This includes repairing equipment, cleaning/maintaining washrooms and change rooms, replacing fixtures, etc. They provide assistance to external contractors performing work/service as required.

Job Functions

Building maintenance workers perform the following duties:

- Provide a variety of regular maintenance activities to ensure the facility/store remains clean and in proper order. This includes inspecting overall facility/store and identifying repairs or maintenance problems, completing preventive maintenance and repairs, maintaining lighting and fixtures, painting, completing minor wall repairs, etc.
- Respond to requests for specific maintenance actions or repairs as identified by associates, e.g., repairs to change-room doors, replacing defective parts or equipment, etc. Report to Team Leader/Supervisor with issues such as need to order new parts, irreparable items, need for external contractors to complete service, etc.
- Complete fixturing for displays, including assembling, painting, shelving, removing/changing equipment and fixtures, etc.
- Respond to requests for repair of electronic equipment, e.g., reboot point-of-sale terminals, repair scanning wands and credit-card equipment, etc. Investigate and resolve problems, and/or refer to appropriate individual (e.g., IT support), etc.

Physical Demands Analysis

- Work within deadlines that are competing and unpredictable. Must handle frequent interruptions and requests for immediate service from internal customers.
- Must adhere to manufacturer guidelines covering the safe and proper maintenance and repair of equipment.
- Work in a plant under conditions of moderate risk of injury – regularly exposed to noise and equipment.
- Frequent interruptions, often irregular hours depending on issues.
- May be required to work flexible and/or extended hours in order to address business needs.

Position Expectations

Essential Skills	
Reading Text	2
Document Use	2
Computation	1
Writing	2
Oral Communication	3
Thinking Skills	2
Working with Others	2
Computers	2
Continuous Learning	2

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

Salary Range:

Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

Pre-employment Skills

- Facility operation managers require completion of a college or university program in business administration or in a discipline related to facility operation and maintenance
or
an equivalent combination of technical training and experience in administration or maintenance.
- Maintenance managers require completion of a college or university program in electrical or mechanical engineering or in another discipline related to building maintenance
or
an equivalent combination of technical training and experience in building.
- Several years of supervisory experience in facility operations or maintenance are usually required.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
6	Vice President	7 years	10 years+
5	Director	5 years +	6 years
4	Manager	4 years +	5 years+
3	Manager Trainee	3 years +	4 years
2	Coordinator/Supervisor	2 years+	3 years
1	Building Maintenance	1 year	2 years

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2006/Welcome.aspx>
- Essential Skills – http://www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/general/home.shtml