

JOB DESCRIPTION

BCGEU

1. Position No. 80496	2. Descriptive Working Title Facilities & Insurance Coordinator		3. Present Classification AO1
4. Department Information Management & Technology	5. Branch/Section Corporate Services	6. Work Location Telework Eligible	Date Nov 2021
7. Position No. Of Supervisor 80223	8. Descriptive Work Title Of Supervisor Manager, Business Support Services		9. Classification Of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager, Business Support Services, the Facilities & Insurance Coordinator is responsible for performing various duties to support strata and fleet vehicle insurance needs, including evaluating insurance requirements, liaising with insurance companies, and administering the Commission's self-insurance fund for Provincial Rental Housing Corporation (PRHC) properties. He/She/They oversee non-routine facility operations and facility systems for Home Office and other locations, ensuring regular operational, maintenance, and repair needs are met. The role oversees procurement administration for assigned facility operations and facility systems, assists with emergency remediation service delivery, and recommends new processes and procedures to improve operational effectiveness.

11. Duties:

1. Performs various duties to support Commission insurance function and needs including evaluating insurance requirements, compiling information and developing options for consideration, participating in the selection of insurers, managing contractual relationships with insurance companies, and facilitating the resolution of claims. Relays information to brokers to support the negotiation of insurance premiums and of liability reinsurance. Negotiates premiums on occasion when policies are purchased directly.
2. Administers the claims process for the Commission's self-insurance fund for PRHC properties. Ensures intake, tracking and resolution of claims are fully documented and reporting of information meets established requirements. Approves claims to be paid out, up to authorized spending authority.
3. Coordinates and maintains all insurance related records, compiles statistics for reporting, and ensures reporting requirements are met as per schedule. Reviews reports for trends and potential risks for escalation to the Manager.
4. Coordinates the Commission's fleet vehicle insurance needs. Tracks insurance terms and expiry and identifies opportunities for coverage improvements and cost reduction for presentation to the Manager.
5. Liaises with various stakeholders including BC Housing staff, contractors, consultants, building owners, ministries and agencies, and others to provide information and explanation on insurance related property issues and/or insurance requirements.
6. Resolves non-routine and complex facility operations and issues and oversees the functioning of facility systems such as building access and booking systems for Home Office, regional offices, and other Commission sites as assigned. Supports with the resolution of minor or day-to-day matters related to facility operations or facility systems. Liaises with staff regarding facility management and operational issues. Works with Security & Emergency Services on resolution of issues related to video surveillance.
7. Coordinates assessment of building equipment and systems, grounds and other infrastructure leased/operated as Commission corporate space. Develops comprehensive plan(s) for addressing ongoing corrective and preventative maintenance and repair requirements to ensure the safety, security, and comfort of staff.
8. Oversees procurement administration for the organization for shared and/or common office facility operations and facility systems such as HVAC and building access. Prepares and distributes Request For Proposals (RFPs) and

other documents, monitors contractor/consultant adherence to contract provisions and performance criteria, ensures good value for money, and processes invoices. Purchases select goods and services in accordance with purchasing policies and practices.

9. Supports with the maintenance of the systems and control of central storage facilities for various supplies, including emergency deployment goods, surplus office furniture and IT equipment. Seeks out options to organize additional spaces and/or locations as needed. Assists with the movement of inventory.
10. Coordinates and administers new leases, renovations, tenant improvements, and/or temporary locations in conjunction with the Manager.
11. Assists in emergency remediation service delivery for directly managed buildings, assigned non-profit buildings and office leased facilities. Brings forward supplier issues for resolution.
12. Supports relationships with non-profit partners and/or legal counsel when legal action is initiated in relation to facility and insurance matters by providing requested information. Liaises with internal and external staff, performs database updates and tracks incidents and issues.
13. Evaluates requirements for the effective operation of multiple facilities, recommends and implements processes, procedures, controls, records, tracking systems and forms to support operational, administrative, accounting, and contracting support services, in accordance with Commission policy and corporate and regional requirements.
14. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. 80496	2. Descriptive Working Title Facilities & Insurance Coordinator	3. Present Classification AO1
4. Education, Training and Experience		

Diploma in business administration and completion of courses in general insurance and risk management, or other relevant discipline.

Considerable experience in supporting office facilities operations and in insurance management in the areas of evaluating insurance risk, understanding insurance factors related to real estate, and knowledge of insurance products in the marketplace.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge and Skills	
-------------------------	--

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
-
- Sound knowledge and understanding of the principles, processes, and practices of providing facilities management services.
 - Some knowledge of facility repair, maintenance processes and scheduling
 - Some knowledge of facilities and real estate risk management
 - Some knowledge and understanding of insurance products in the marketplace.
 - Some knowledge of basic accounting and procurement practices
 - Excellent attention to detail, organizational and analytical skills
 - Strong interpersonal and negotiation skills
 - Proficiency in the use of grammar, spelling, punctuation
 - Quick learner with the ability to exercise sound judgement
 - Ability to learn, understand, and apply BC Housing policies, practices, and guidelines
 - Ability to learn and understand standard IT systems and office and accounting applications, including proficiency in Microsoft Office applications (Word, Excel, PowerPoint)
 - Ability to exercise tact and discretion when resolving problems and working with a broad range of audiences
 - Ability to prioritize, multitask, work under pressure, and meet deadlines in fast-paced environment while responding to multiple challenges
 - Ability to problem solve, show initiative and to follow through
 - Ability to communicate effectively both verbally and written
 - Ability to travel on Commission business

6. Occupational Certification	
-------------------------------	--