

**HOUSING MAINTENANCE MANAGER
Training Needs Assessment Evaluation Form**

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

HOUSING MAINTENANCE MANAGER

Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill	Subskill	Subskill	Subskill	Subskill	Subskill	
Maintenance Programs	Manage maintenance and repairs to public housing units	Conduct inspections of public housing units for needed services and repairs	Coordinate emergency and regular repairs and coordinate repairs to buildings	Maintain fire protection systems and equipment	Supervise landscaping and grounds maintenance	Coordinate maintenance and repairs to structural, mechanical and electrical systems	Coordinate maintenance and repairs of boilers, heating and ventilation systems, pumps weather stripping	
		P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	
		Training Requested? <input type="checkbox"/>						
		Coordinate maintenance and repairs of building interiors and exteriors	Coordinate maintenance and repairs of finishing, ceilings, flooring and roofing	Coordinate maintenance and repairs to appliances including stoves, refrigerators and washing machines				
		P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>				
	Manage maintenance and repair to public housing units	Possess knowledge of building codes	Possess knowledge of electrical standards	Possess working knowledge of electrical systems	Inspect public buildings	Inspect fire protection systems and equipment	Inspect boilers	
		P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 5 <input type="checkbox"/>	
	Training Requested? <input type="checkbox"/>							

HOUSING MAINTENANCE MANAGER

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Major Category	Skill	Subskill
Maintenance Programs cont'd	Manage maintenance and repair to public housing units cont'd	Maintain fire protection systems and equipment
		Coordinate maintenance and repairs to structural systems
		Coordinate maintenance and repairs to electrical systems
		Promote energy conservation programs
		Supervise landscaping and grounds maintenance
		P S 5 P S 5 P S 5 P S 5 P S 5
Promote workplace health and safety	Promote workplace health and safety	Adhere to occupational health and safety regulations
		Maintain CPR and First Aid certification
		Assess workplace hazards
		Meet WHMIS guidelines
		Maintain minimum housekeeping standards
		Possess knowledge of emergency response procedures
Training Requested?		
		P S 5 P S 5 P S 5 P S 5 P S 5 P S 5
Perform Administrative Functions	Conduct planning	Safely store chemicals
		P S 5
Perform Administrative Functions cont'd	Conduct planning cont'd	Provide assistance and advice with M&I plans
		Provide assistance and advice with strategic planning
		Provide advice and assistance with preparation of the capital plan
		Assist with implementation of the capital plan
		Prepare plans for short term projects
		Set objectives
Training Requested?		
		P S 4 P S 4 P S 4 P S 4 P S 4 P S 4
Perform Administrative Functions cont'd	Conduct planning cont'd	Develop forecasts
		Track and analyze historical data
		Provide assistance and advice with capital works projects
		P S 4 P S 4 P S 4

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Major Category	Skill	Subskill																					
Participate in risk management planning	Assist with risk assessment	Assist with risk management	Assist with review of insurance coverage	Assist with implementing loss control system	Assist with liability issues																		
						P		S	4	P		S	4	P		S	4	P		S	4	P	
Training Requested?																							
Manage budgets	Draft operational and maintenance budgets	Assist with grant applications and proposals	Draft submissions for applicable capital expenditures	Monitor and control costs	Perform cost benefit analysis	Recommend budget revisions																	
							P		S		P		S		P		S		P		S		P
Training Requested?																							
Provide information management	Keep daily reports	Track data using computer software applications	Generate daily report data	Analyze daily report data	Generate activity reports for clients and council																		
						P		S	4	P		S	4	P		S	4	P		S	4	P	
Training Requested?																							
Maintain inventory	Maintain purchase order system	Maintain capital asset inventory	Maintain stock inventory																				
				P		S	4	P		S	4	P		S	4								
Training Requested?																							
Perform Administrative Functions cont'd	Schedule work	Develop work plans, strategies and contingencies	Establish preventive maintenance schedules	Follow work plans	Organize tasks	Coordinate staff and contractor	Monitor results																
								P		S	4	P		S	4	P		S	4	P		S	4
Training Requested?																							
Perform Administrative Functions cont'd	Schedule work	Evaluate results	Complete and track work orders																				
				P		S	4	P		S	4												
Training Requested?																							

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Major Category	Skill	Subskill
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	Manage contracts	Manage or participate in all work projects	Assist with preparation and advertising of tender documents	Review tender awards	Recommend tender awards	Supervise contractors	Evaluate contractor performance
Training Requested?		P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>

Technical Skills/Qualifications

	Possess technical skills	Use survey equipment	Read building specifications, blueprints and as-builds	Read technical documents	Draft technical documents	Possess knowledge of building maintenance and repairs	Possess knowledge of pumps, valves, motors and gauges
Training Requested?		P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>

Technical Skills/Qualifications cont'd

	Possess technical skills cont'd	Possess working knowledge of operation and maintenance of power tools					
		P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>					

	Possess computer skills	Use word processing software programs	Use spreadsheet software programs	Use database software programs	Operate the computerized maintenance management system		
Training Requested?		P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 3 <input type="checkbox"/>	P <input type="checkbox"/> S <input type="checkbox"/> 4 <input type="checkbox"/>		

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Major Category	Skill	Subskill																		
	Work in a Team Environment	Work cooperatively with other	Oversee casual employees																	
	Training Requested?	P	S 4	P	S 4															
	Administer personnel policies	Apply personnel policies and procedures	Comply with collective agreements	Participate in grievance process																
	Training Requested?	P	S 4	P	S 3	P	S 3													
Communication	Use effective communication	Read and comprehend business documents	Write clearly and concisely	Practice listening skills	Speak effectively															
	Training Requested?	P	S 4	P	S 4	P	S 4	P	S 4											
	Maintain public relations	Maintain customer service	Maintain tenant relations	Assist with community events	Liaise with community organizations and agencies															
	Training Requested?	P	S 4	P	S 4	P	S 3	P	S 3											
	Legislation	Comply with policies and regulations	Comply with territorial acts and regulations	Comply with federal acts and regulations	Comply with municipal acts and regulations	Comply with council resolutions and policies														
		Training Requested?	P	S 5	P	S 5	P	S 5	P	S 5										

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Major Category	Skill	Subskill
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Professionalism

Demonstrate good work habits

Manage stress	Take direction	Motivate self	Demonstrate dependability and accountability	Make decisions	Manage time
P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4

Demonstrate willingness to perform alternate duties as required	Demonstrate punctuality	Demonstrate flexibility	Demonstrate organizational abilities	Work with minimal supervision	Meet deadlines
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5

Employ analytical skills	Demonstrate responsibility	Be a team player			
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5			

Demonstrate positive personal attributes and ethical behaviour

Accept change	Adapt to situations	Compromise	Separate personal and professional life	Pursue personal and professional development	Demonstrate patience
P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4

Maintain a positive attitude	Demonstrate honesty	Possess sense of humour			
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 3			

Respect self and others

Display tact	Cooperate with others	Respond positively to others	Demonstrate diplomacy		
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4		

**HOUSING MAINTENANCE MANAGER
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Comments:

1. Supervisor's comments

2. Expectations for the coming year/work plan

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3. Employee goals and objectives

4. Career Goals

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5. Recommended training

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6. Employee Comments

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Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: