

# Position Description

## Building Operator

**Date:** March 2017  
**Location:** Downtown Toronto

### Position Summary and Objectives

The Building Operator reports to the Operations Manager and will be involved in the day-to-day operations of the building including general maintenance and maintaining mechanical systems and foster positive relationships with tenants, contractors and sub-contractors.

### Responsibilities

#### Deliver Excellent Service to Tenants

- Provide excellent tenant services, emphasizing a co-operative, helpful and non-disruptive approach in all interactions
- Respond to tenant work orders and other tenant inquiries in a timely manner; resolve issues and complaints
- Assist with the coordination of tenant move-ins and move-outs
- Direct tenants, contractors, the public and others during emergencies within the property(s)

#### Maintain Quality Building Premises

##### **Ensure building safety and adherence to occupational health and safety standards including hazardous materials handling laws and regulations.**

- Be aware of, and ensure compliance with Workplace Hazardous Materials Information System (WHMIS) rules, Crown's Health and Safety Policy, all procedures related to handling of hazardous materials and any building-specific reports on hazardous material, electrical safety, lock out procedures, etc., and other environmental programs
- Perform water treatment chemical testing, critical system testing including base building generators, elevators and fire systems; maintain log books as assigned by your supervisor
- Respond to emergency situations when they occur and make repairs or arrange for repairs as needed

##### **Ensure efficient and effective building operations.**

- Supervise and monitor, as assigned by your supervisor, scheduled maintenance and related services, including, but not limited to, interior/exterior maintenance and cleaning services, HVAC systems, life safety systems, to ensure the appropriate level of service is provided at the property and provide such services on a stop-gap basis if contractors do not
- Provide, as required to maintain the building at CPMI's standards, general maintenance duties including housekeeping; i.e., sweeping, litter pick up, timely snow removal, coil cleaning, pressure washing, etc.
- Perform daily inspections of building, cleaning, elevators, chillers, security systems, and other base building components using checklists and logs, and documenting findings to the standards expected in a LEED- or BOMA-accredited facility; take action as required to correct any unsatisfactory operations, and advise supervisor as necessary
- Notify immediate supervisor of any observed inefficiencies (utilities, etc.)
- Maintain inventories and request materials and supplies for the maintenance activities



- Be available to attend at the building for scheduled and unscheduled overtime as required from time-to-time

**Provide support to other CPMI team members.**

- Share on-call duties as part of the rotation schedule, provide standby support to on-call maintenance staff as required and attend any after-hours emergencies as required
- Provide support to the Operations Supervisor or other Property Management staff as requested

**Coordinate external contractors and service providers.**

- Obtain estimates and/or quotes for proposed work in the building, subject to approval, when required; maintain purchase orders and purchase order logs
- Assist and coordinate contractors as needed
- Assist with the coordination of on-site construction projects ensuring adherence to CPMI's standards and policies are met and as-built documentation is provided and filed

**Perform other related responsibilities as requested from time to time.**

**Promote Environmental Sustainability in Building Operations**

- Seek opportunities and support best practices to reduce energy consumption and assist with the management of disproportionate hydro consumption and billings
- Work with waste removal contractors to maximize diversion from landfill
- Assist, as applicable, with environmental assessments and reporting
- Assist with BOMA BEST submissions, LEED projects and other green management practices

## Qualifications

### Education

- High School Graduate; Post-Secondary Education is an asset
- BES I/II or other equivalent technical designation

### Professional Experience

- Minimum 2 years experience in the property management sector
- Computer skills are an asset
- Operating knowledge of workplace tools such as building automation system, preventative maintenance, security, HVAC operations and life safety systems, hazardous materials handling, plumbing fixtures, door hardware, electrical systems etc.
- Strong mechanical aptitude and understanding of building systems and equipment
- Excellent customer relations skills
- Knowledge and understanding of construction practices/techniques
- Basic First Aid, CPR and AED Certification

### Personal Competencies

- Support teamwork environment with positive and professional attitude
- Open to learning, developing new skills/knowledge
- Focus on results: anticipate problems, identify solutions, take appropriate action
- Understand all aspects of job - impact on business goals
- Proactively assess, respond to workflow deficiency, adhere to CPMI policies
- Go the "extra mile" to understand and respond to tenant/customer needs
- Flexibility to changing work conditions including interruptions and multi-tasking ability



- Behave and make decisions that support CPMI goals/objectives
- Conduct business consistent with environmental sustainability
- Strong written and verbal communication skills
- Ability to work independently and under pressure, deal with deadlines

**To apply** for this position, please email your cover letter along with your resume to [careers@crp-cpmi.com](mailto:careers@crp-cpmi.com) with Building Operator Position in the subject line. Only applicants that are being considered for this position will be contacted.