

Position Description

Operations Manager

Position Summary and Objectives

The Operations Manager reports to the Property Manager with a primary focus on enhancing the operating efficiency of the assigned properties and has a strong knowledge of mechanical and electrical operations subject matter specifically related to electrical distribution, HVAC, building controls, plumbing and fire detection and suppression systems as well as monitoring the Angus system reports to identify trends and opportunities for improvement.

The Operations Manager will also be responsible for day-to-day operations of the properties and operations staff under their supervision including security and building operations team, critical infrastructure equipment management, incident management and adherence to industry and company protocols.

Responsibilities

Deliver Excellent Service to Tenants

- Build effective relationships with tenants, tenant representatives and visitors to meet reasonable tenant expectations and lease obligations
- Independently respond to complex tenant queries that have been escalated above subordinates

Maintain Quality Building Premises

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

- Ensure that property inspections are completed monthly
- Direct staff, tenants, etc. during emergencies within the properties
- Ensure that there is a review of building systems and repair history to aid in life cycle costing analysis
- Ensure that health, safety and environmental procedures are compliant with applicable laws, regulations and permit conditions are enforced
- Ensure that monitoring systems are functional and work with various systems to manage business risk
- Respond and coordinate activities related to the recovery of any building system failure

Ensure efficient and effective building operations.

- Responsible for all building operations, including maintenance personnel, third party contractors and all building systems (HVAC, mechanical, electrical, fire and life safety systems)
- Provide technical direction and consultation on projects as well as capital planning and development of building's operating budget
- Ensure all work is distributed to the appropriate maintenance personnel and contractors
- Ensure all service contracts are properly managed including administering existing contracts and co-ordinate re-tendering of contracts
- Obtain quotes for supplies and building contractor services as needed or requested by senior management detailing scope of work required and providing access and meeting service persons on site
- Monitor and track warranty items

- Prepare monthly maintenance report on activities and completed maintenance, contracted services, service calls, and any major projects for the month
- Prepare purchase order forms for all supplies, repairs and other contracted services
- Prepare, control and monitor the operating budget
- Administer hourly timesheets for operations staff
- Conduct periodic staff meetings to ensure operations and staff requirements are met
- Coordinate tenant move-ins and move-outs, construction and liaise with contractors and tenant's suppliers

Provide support to other CPMI team members.

- Assist with Project Management including Capital and Leasehold Improvements

Coordinate external contractors and service providers.

- Ensure that all visitors, i.e., technicians, contractors etc. working on site comply with Occupational Health and Safety requirements and utilize the correct PPE (personal protective equipment) at all times

Promote Environmental Sustainability in Building Operations

- Seek opportunities and support best practices to reduce energy consumption
- Work with waste removal contractors to maximize diversion from landfill
- Assist with environmental assessments and reporting
- Assist with the management of disproportionate hydro consumption and billings and monitor energy usage
- Assist with BOMA BEST submissions, updates and green management practices

Ensure Accuracy and Reliability of Financial Information for Properties, Working with Accounting

- Oversee financial activities (PO, cost coding; approve expenses incurred in his/her area of responsibility, etc.) to ensure that they are in line with the established budgets and policies
- Review and approve invoices
- Review monthly operating cost accruals and explanations for management reports

Hire, Train and Motivate Employees and Provide Rewarding Careers

- Hire competent staff for building operations
- Coach, train and supervise all on-site personnel
- Perform ongoing performance management for subordinates and seek opportunities for their development and advancement

Perform other related responsibilities as requested from time to time

Qualifications

Education

- A post-secondary degree preferred
- BES I/II or other equivalent technical designation

Professional Experience

- Ten or more years' experience managing the critical operations and/or maintenance of commercial properties
- Continuing involvement with professional organizations such as BOMA and IREM
- Excellent client relation skills

- Working Knowledge of LEED and BOMA standards
- Knowledge and understanding of construction practices/techniques, project controls and building support systems
- Intermediate Microsoft Office (Word, Excel, PowerPoint and Outlook) skills
- Strong knowledge of workplace tools such as building automation system, preventative maintenance, security and HVAC operations
- Basic First Aid, CPR and AED Certification

Personal Competencies

- Supports teamwork environment with positive and professional attitude
- Open to learning, developing new skills/knowledge
- Focuses on results: anticipates problems, identifies solutions, takes action
- Understands all aspects of job - impact on business goals
- Proactively assesses, responds to workflow deficiency, adheres to CPMI policy
- Goes the "extra mile" to understand and respond to tenant/customer needs
- Flexibility to changing work conditions including interruptions and multi-tasking ability
- Behaves and makes decisions that support CPMI goals/objectives
- Conducts business consistent with sustainability
- Strong written and verbal communication skills
- Understand basic financial management; specifically procedures for expenses/revenues
- Ability to work independently and under pressure, deal with deadlines
- Demonstrates integrity in decision making, listening, treatment of others
- Mentors and develops others - self confidence
- Valid driver's license and vehicle

CPMI is committed to accommodating employees with disabilities throughout their employment with Crown in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation, please let us know.

To apply for this position, please email your cover letter along with your resume to careers@crp-cpmi.com with Operations Manager Position in the subject line. Only applicants that are being considered for this position will be contacted.