

JOB OPPORTUNITY 2017 – 41

Title: Operations Manager
Location: Aberdeen Mall – Kamloops British Columbia
Reports To: General Manager

Overview

Reporting to the General Manager, this is a senior building operations position and is responsible for overseeing and providing administrative, operational and technical service and support to the Operations Department. Working with the management team (General Manager, Marketing & Specialty Leasing Director and Security Department), the primary task of the Operations Manager is to oversee the overall site operations inclusive of; building engineering, all vertical transport (elevating devices), building maintenance and janitorial service programs. The Operations Manager will ensure that the assigned real estate portfolio is being managed and maintained in a safe and environmentally responsible manner and to the highest level of operational and energy efficiency.

Primary Responsibilities

- Manage the departments that report to this position whose function it is to complete the Capital expenditures, preventative maintenance and unscheduled repairs of general maintenance including interior and exterior building components, general plumbing, lighting, service electrical and janitorial;
- Improve the operational systems, processes and policies in support of organization's mission – specifically; support better management reporting, information flow and management, business processes and organizational planning;
- Oversee both management and maintenance of all elevating devices located within the portfolio (2 Elevators, 2 Escalators).
- Oversees both the preparation and management of the fiscal operating budget for the site;
- Oversees both the preparation, planning and execution of the sites capital budget and expenditures;
- Oversees the 20 VIC Corporate Fire Life Safety Program for the site;
- Oversees the 20 VIC Environmental Management Program for the site;
- Facilitate projects to completion that relate to building engineering, maintenance and janitorial contractor;
- Oversees the long term planning for building engineering, maintenance and janitorial contractor;
- Oversees sites contract administration in relation to the overall operations of the site;
- Oversees human resources for the building Engineering and Maintenance Departments;
- Assist with and delegate responsibilities of the Operations Department in relation to the tenant co-ordination group with major projects and assist with site contractors and their approved vendors (drawing review, site tours and Landlord Work job pricing);
- Manage and oversee the tenant service requests program;
- Provide technical or administrative advice to internal and external clients;
- Remain current and up to date with new industry practices, legislative changes and new technologies;
- Tour with third party consultants, insurance reps, co-owners, and new staff;
- Manage and implement the revised enhanced operating procedures and policy documents for the site;
- Other duties, as assigned.

Qualifications

Technical Qualifications – Operations Manager shall have the following technical qualifications or industry equivalency:

- A minimum of (5-10) years direct work experience in a senior position in commercial high rise building and or mixed use facility operations; (*preferred*)
- A minimum 5th Class Power Engineering Certificate or equivalency; (*preferred*)
- FMA or RPA certification or equivalency;
- Proven project management experience; (*preferred*)
- Fully competent in all related Health & Safety Legislation; (*preferred*)
- Capable of reading blueprints and construction drawings, shop drawings and maintenance manuals;
- Fully competent in preparing and executing contract administration
- Proven experience with preparation and management of operational budgets; (*preferred*)
- Advanced level skills in Microsoft Office, Outlook and Excel. (*preferred*)

- Demonstrated leadership and vision in managing staff groups and major projects or initiatives
- Excellent people manager, open to direction and Collaborative work style and commitment to get the job done
- Excellent communication skills; both written and verbal;
- Proven ability to delegate responsibilities effectively
- Must be able to provide clear criminal records check

Communication & Relationship Skills / Personal Character Traits- Ability to communicate effectively and professionally, both oral and written, with all levels within the company; ability to develop and sustain cooperative working relationships with all business units; mature and self-motivated team player who is committed to personal growth and ethical integrity; have strong relationships with industry peers and trade associations.

Time Management / Working Environment - Ability to allocate one's time effectively and manage tight deadlines; ability to work under pressure and achieve quality results; ability to handle multiple demands and competing priorities, adaptable to new ideas and embrace changes; results and detail oriented; work within an environment that is subject to moderate to high levels of stress in emergency or conflict situations; on occasion requires involvement in repairs or maintenance in inclement weather or uncomfortable environmental working conditions; may be required to attend to or provide direction during after hours emergency situations; requires the ability to exert moderate physical effort and must be able to move quickly in emergency situations; is able to thrive within a busy working environment.

Organizational & Leadership Skills – Ensure operations records, files and documentation are maintained in an orderly, accurate and timely fashion; strong administrative and organizational skills; possess strong leadership, supervisory, mentoring and coaching skills.

Organizational Effectiveness

Drive initiatives in the management team and organizationally that contribute to long-term operational excellence. Providing guidance on matters related to operations department structure and growth.

Operational Risk Management

Oversee organizational policy and procedures and programs to mitigate risk of loss from operational failure.

Decision Making Skills - Ability to resolve problems using facts and sound reasoning; ability to achieve goals using logical and strategic approaches to resolving challenges.

Energy Management

Familiarity with energy management best practices associated program requirements.

Sustainability- Experience in sustainability or environmental science is a must. Candidates with understanding in sustainable property management must express a proven interest in sustainability or environmental science and measure the sites sustainability performance. The successful candidate will be responsible for coordinating a variety of projects, ideas and sustainable strategies and assess any operational inefficiency within the assigned portfolio. Familiarity with Green building rating systems and associated duties: LEED-EB, WELL Building Standard, GRESB, BOMA BEST or equivalent;

If you, or anyone that you know of, are interested in applying for this position, please forward your resume, not later than Oct. 1st, 2017, to:

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