

JOB OPPORTUNITY 2017- 47

Title: Operations Manager - The CORE
Reports To: Director, Property Management
Location: Calgary AB

Reporting to the Director Property Management, the Operations Manager 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 and other departments, the primary task of the Operations Manager is to oversee the overall site operations, repair and maintenance; inclusive of: building engineering, all vertical transportation, building maintenance, janitorial and refuse removal programs, utilities and energy management and sustainability programs and initiatives. The Operations Manager will ensure that all primary tasks are being managed and maintained in accordance with all applicable legislative and company directed occupational health & safety requirements, and to the highest level of operational, environmental, and energy efficiency.

Duties / Responsibilities

The **Primary Responsibilities** of the Operations Manager include:

- Oversight and management of the two Engineering Departments, Maintenance Department and Operations Department through the Facility Manager, Engineering Manager and Tenant Services Administrator and respective departmental staff. The Operations Manager is also responsible for management of staff requirements and continuing education and development, building repairs and maintenance and implementation of cost controls and efficiency initiatives.
- Improving the operational systems, processes and policies in support of the organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning;
- Oversight of the preparation and implementation of the fiscal operating budget for all buildings in the portfolio, with an emphasis on cost controls and value;
- Oversight of the preparation, planning and execution of the sites capital expenditures budget;
- Management of the maintenance of all elevating devices located within the portfolio and ensuring that all vertical transportation is being maintained as per design specifications and that proper maintenance records are being maintained and service contracts are in place.
- Responsibility for the completion and update of all 20 VIC Corporate programs including, but not limited to, Energy Star Portfolio Manager, Building Web, Green Check/Risk Check, EnerNOC.
- Oversight of the 20VIC Environmental Management Program for the site which includes the following criteria: Pre-Construction Hazardous Material Assessments (HMA), Asbestos Management Plan (ACM), Aboveground or Underground Storage Tanks (AST/UST), Indoor Air Quality Assessments (IAQ), Mould Awareness, Ozone Depleting Substances Reporting (ODS), Annual Waste Reporting and Annual Potable Water Testing. Documents to be updated using TAGS Data system;
- Facilitate all projects to completion that relate to HVAC, Electrical, Structural, Building Envelope, and any other major repair & maintenance or capex project.
- Oversight of the long term planning and effectiveness for building engineering, building maintenance and janitorial contractor and provides a supportive role towards the security department;
- Oversight of all contract administration in relation to the overall operations of the site. This includes but is not limited to, elevator agreements, janitorial contract, HVAC contracts, BAS contracts, building maintenance and service contracts, energy purchase agreements, interior landscape agreements and waste service contracts;
- Oversight human resources for the building engineering, tenant services and maintenance departments. The Operations Manager's main function is to maximize employee performance in service of 20 VIC's strategic objectives. The Operations Manager will be responsible for employee recruitment within their assigned departments, update new employees on 20VIC's employee benefit programs, employee training and development and employee performance appraisal's;
- Assist 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). The Operations Manager shall ensure a constant flow of organization and communication is upheld between these departments to ensure projects are completed with accuracy and within allotted timelines;

- Manage and oversee the Tenant Service Requests (TSR) program. The Operations Manager shall oversee and manage all aspect of tenant services. They will ensure accurate communication with the tenants and our 20VIC team members and help promote these client services within the assigned portfolio. Monthly reviews are to be completed within this department to ensure these services are of the highest quality and that we are meeting expectations. The Operations Manager will be familiar enough with the Angus tenant services program to data mine the stored information to assist with the introduction operational efficiency programs, and customer relations improvement initiatives.
- Provide technical or administrative advice to internal and external clients. The Operations Manager plays a key role with respect to communicating all functions of their department to both clients and stakeholders alike. The successful candidate must possess all skills necessary, including verbal and written communication, and presentation skills, to perform this critical function;
- Remain current and up to date with new industry practices, legislative changes and new technologies. The Operations Manager shall ensure that the operations and maintenance staff are well informed of legislative and industry standards necessary for the building and its systems and equipment to perform their intended function. The successful candidate should also demonstrate the ability to promote proven new technologies that would benefit the overall operational efficiency of the site;
- Tour the property with third party consultants, insurance representatives and co-owner representation. This key role is to be conducted with the highest level of professionalism and accuracy;
- Manage and implement the revised enhanced operating procedures and policy documents for the site. The successful candidate must review and implement a revised set of operating procedures aligned to that of the recent Retro-Commissioning (ReCx) completed at the site;
- Other assigned duties

Qualifications

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

- A minimum of Ten (10) years of direct work experience in a senior position in commercial high rise building and or mixed use facility operations; (*preferred*)
- A minimum 4th 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*)
- LEED GA or AP certification.
- 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
- 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 to:

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