

**Job Opportunity  
2018 - 28**

**Title:** Operations Supervisor  
**Location:** Londonderry Mall  
**Reporting To:** Operations Manager

**General Description of Position:**

Reporting to the Operations Manager, the Operations Supervisor is an intermediate building operations position and is responsible for providing administrative, operational and technical service and support. The primary task of the Operations Supervisor is to ensure that the building is being managed and maintained in a safe and environmentally responsible manner and to ensure operational efficiency. Responsibilities include preventative maintenance of all internal and external assets, tenant relations and coordination of maintenance staff duties and Operational Programs.

**Duties / Responsibilities**

The primary responsibilities of the Operations Supervisor include:

- Overseeing preventative maintenance and unscheduled repairs of, general maintenance including interior and exterior building components, plumbing, lighting, electrical, elevating devices and life safety systems; and janitorial and housekeeping tasks.
- Ensure that maintenance schedules are maintained; hourly payroll sheets are submitted;
- Obtaining quotes from various trades as directed by Operations Manager.
- Participate in the Cushman & Wakefield corporate occupational health and safety and environmental programs;
- Monitor third party contract personnel as it relates to contracted services (cleaning, escalator & elevator, HVAC, etc)
- oversee Angus PM system
- respond to tenant service requests;
- conduct insurance and risk management inspections, remedial actions and reporting;
- Assist with the preparation of annual operations and capital project budgeting;
- provide technical or administrative advice to internal and external clients;
- supervise operations staff;
- remain current with new industry practices, legislative changes and new technologies;
- Monitor performance and trouble shoot mall HVAC, electrical, mechanical, life safety and other equipment (i.e. emergency generator, sprinkler flows etc.).
- Complete Monthly inspections of the interior and exterior property and coordinate corrective action for deficiencies immediately including reporting such matters to the Operations Manager for appropriate follow-up.
- On-call for emergencies – cell phone provided.
- and other assigned duties

**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; 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.

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

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

## **Qualifications**

**Technical Qualifications** - Operations Supervisor shall have the following technical qualifications or industry equivalency:

- A minimum of 3 years direct work experience in a supervisor position in a commercial building or shopping centre operations;
- Fully competent in all related Health & Safety Legislation;
- Capable of reading construction drawings, shop drawings and maintenance manuals.
- Proven experience with preparation and management of operational budgets;
- Intermediate level skills in Microsoft Office.
- Familiarity with chiller plant operation and maintenance practices.
- Must be familiar with Green building rating systems and associated duties: LEED-EB, BOMA Best or equivalent;
- Must be familiar with energy management best practices associated program requirements;
- Familiar with automated preventative maintenance programs and web based operations related programs IE: Building automation systems.
- Familiar with Provincial Health & Safety Legislation (i.e. WHMIS, Occupational H&S Act)..
- Good interpersonal and communication skills dealing with tenants, service contractors and suppliers.
- Must be able to provide clear criminal records check,

If you or anyone that you know of is interested in applying for this position, please forward your resume, not later than May 15<sup>th</sup>, 2018, to:

**Darren Miles, Operations Manager**  
**Londonderry Mall**  
**#243 – 1 Londonderry Mall NW**  
**Edmonton, AB T5C 3C8**

**Email: [darren.miles@cushwake.com](mailto:darren.miles@cushwake.com)**