

**Job Opportunity
2019- 01**

Title: Operations Supervisor
Location: 1200 Bay Street, Toronto, ON
Reporting To: Operations Manager

General Description of Position

Reporting to the General Manager and Engineering Leadership is a senior building operations position and is responsible for overseeing and providing administrative, operational and technical service and support to the operations department. The primary task of the Operations Supervisor is to oversee the overall site operations inclusive of; building engineering, building maintenance, tenant coordination, tenant requests/servicing and janitorial service program(s). The Operations Supervisor 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. They will also be responsible for the effective daily leadership of his/her staff, managing the engineering program to the highest level of quality work, customer service, the C&W engineering platform, and client expectations. The Operations Supervisor will perform at the highest of ethical standards, reflecting the core values of C&W as defined in its Business Code of Conduct, Policies and Procedures Manual, and other related company policies. Responsible to plan, implement, coordinate, and supervise all mechanical and electrical operations, maintenance, communications and energy management for assigned properties.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Supervise engineers and maintenance staff including hiring, training, personnel development, etc.
- Ensure performance management, coaching, and development of team members through established HR processes and disciplinary actions.
- Participate and coordinate annual scheduling and execution of the C&W Safety Program as directed by Asset Services, Engineering Leadership, EH&S Administration, and so forth. Responsible for 100% Compliance of the assigned portfolio.
- Manage operational accounts for building, including variance reporting, as required and assist in development and management of the operating and capital budgets
- Utility Management such as tracking use, consumption, cost, reporting, comparison models, sub-metering, budgeting, variances as directed by Management and/or Leadership.
- Conduct regular inspections of building systems and equipment; identify and resolve issues.
- Assist in maintenance/engineering issues as required
- Recommend and implement improvements for preventive maintenance programs on an ongoing basis.
- Develop, implement, and maintain an effective preventive and predictive maintenance program for task scheduling, routines, and performance. Program to include procedures for annual, semi-annual, quarterly, monthly and other scheduled maintenance as provided by the manufacturer's recommendations and/or industry best practices.
- Manage and oversee the Environmental Health and Safety Management Program for the site
- Manage and oversee the Tenant Service Requests program
- Provide technical or administrative advice to internal and external clients
- Develop and maintain effective building-specific maintenance and safety procedure manuals.
- Assist the General Manager in relation to tenant co-ordination and major projects, and assist with site contractors and their approved vendors (drawing review, site tours and Landlord Work job pricing)
- Coordinate development of and/or maintain an Operations Document Library, including but not limited to construction plans, structural plans, as-built drawings, MEP schedules, line diagrams and schematics, equipment and operation manuals, start up and commissioning documents, and equipment warranties.
- Formulate and conduct building-related systems and equipment training.
- Coordinate maintenance efforts with outside contractors, tenant finish personnel, and engineers.
- Oversee all building systems including fire/life safety, plumbing, HVAC, and electrical issues; must remain current with latest HVAC technology trends.
- Maintain ongoing communication with tenants, clients, property management, and vendors
- Develop specifications and assist in solicitation, administration, execution and performance of



maintenance/ repair service contracts.

- Will assist in solicitation and acquisition of new management contracts
- Respond to all emergency situations quickly (fire, evacuation, equipment failure etc.) and customer concerns
- Implement and administer inventory control programs, purchase parts and supplies.
- Ensure compliance with applicable codes, requisitions, government agency, and company directives as relates to building operations.

KEY COMPETENCIES

- Communication Proficiency (oral and written)
- Interpersonal Skills
- Organizational Skills
- Technical Proficiency
- Leadership

IMPORTANT EDUCATION

- High School Diploma or GED Equivalent
- 5th Class Power Engineering Certificate
- BES I and II Diploma

IMPORTANT EXPERIENCE

- 7+ years of Direct Work Experience in Supervisory Position in Commercial Office and Mixed Use Operations
- 3+ years of Project Management Experience with Commercial Office and Mixed Use Operations

ADDITIONAL ELIGIBILITY QUALIFICATIONS

- Vocational/Technical training certificate
- Appropriate license/permit for trade as may be required, i.e. Journeyman or Master Electrician License or City Licenses
- Universal Technician for CFC's depending on market licensure requirements
- Financial knowledge necessary for reading and understanding budgets, budget variances and basic reporting as required by management
- Familiar with Energy Management System (EMS)/programming and Fire Alarm Systems
- Advanced Computing Skills in Outlook, Excel & Word
- Familiarity with Angus or other preventative maintenance software

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to communicate with others and exchange accurate information; operate a computer and other office productivity machinery; move about the workplace; remain in a stationary position for 30-40% of the time; and extend hands and arms in any direction.



If you or anyone that you know of is interested in applying for this position, please forward your resume, not later than August 25th, 2019, to:

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