

Operations Manager, Nanaimo North Town Centre

About SHAPE

SHAPE is the real estate investment, development and management Company leading some of the largest and most exciting projects in North America. With more than 370 acres in our growing portfolio, SHAPE manages +2.7M sq. ft. of commercial space with +3.5M sq. ft. of commercial and residential space under construction.

Through our fully integrated platform, SHAPE specializes in complete neighbourhoods with a top-calibre mix of shops, restaurants, residences, entertainment and a complete range of daily services with transit connected. With a thoughtful approach and continuous pursuit of innovation, we think differently to ensure our projects are relevant and dominant for the future of real estate.

Overview

Reporting directly to the General Manager, the Operations Manager is responsible for assisting the supervision of maintenance staff and their work projects as well as overseeing all the aspects of HVAC, day to day housekeeping, ground maintenance, supervision of service and roof contractors and general departmental record keeping.

The Operations Manager is scheduled Monday – Friday during office hours and is on call 24 hours/day to respond to and handle after-hours situations that may occur. In addition to the hours shown in the above work schedule, it is necessary to periodically work alternate shifts including nights and weekends to best supervise staff and work projects.

Primary Job Responsibilities:

Supervision of Maintenance Contracts

- Assist Contractor in training maintenance and cleaning staff
- Review contractor schedules and ensure they are compliant with the agreements
- Set standards, provide examples, and establish routine procedures to assist contractor
- Ensure neat appearance of contractor staff
- Instruct contractor staff on how to handle requests or questions from tenants and the public
- Support contractor staff with the job problems and customer complaints
- Issue work orders to contractor staff to support marketing events and activities
- Report staff progress or problems to the General Manager

Facilities and Equipment

- Perform daily inspection of the parking lot, building exterior and interior common area
- Keep key and tool inventory records
- Administer the record keeping system for Life Safety System (fire panel and sprinkler)
- Stay responsible for the condition and cleanliness of all common areas, corridors, building roof top, building exterior and grounds
- Test and complete monthly emergency generator logs

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- Order small tools and cleaning supplies and maintain inventory
- Maintain supplier lists
- Adjust parking lot lighting system weekly to align with dusk and dawn
- Utilize Purchase Order system to approve contractors to complete work
- Police garbage removal and ensure tenants are complying with rules and regulations relating to this activity
- Maintain the property to BOMA BEST Gold standard or better and manage the certification process

H.V.A.C.

- Be responsible to ensure appropriate and timely preventative maintenance, servicing and cleaning of all HVAC facilities is carried out
- Supervise HVAC and Plant contracts – become familiar with the contracts and schedules, oversee all work, obtain service reports, learn nature of all problems and repairs, call in contractors as required (as per current HVAC or plant contract)
- Schedule filter changes, inspect filters, and maintain replacement filter stock
- Inspect equipment periodically for irregularities, noises, appearance and operation
- Report problems or unusual situations to General Manager or handle through HVAC contractor
- Provide advice or information to tenants regarding HVAC
- Operate systems to maximum energy efficiency on a daily basis
- Maintain HVAC files

New & Existing Tenants

- Communicate with General Manager to ensure work on premises does not commence without approved plans
- Coordinate contractors as directed by the Construction Manager
- Report variances or problems to General Manager
- Familiarize themselves with mall rules and regulations
- Keep an eye out for any work being done by Tenants in their premises or elsewhere in the mall and follow up as required with the Tenant and/or General Manager
- Comment on any plans submitted by tenants for changes to their premises
- Respond to tenant requests, problems and complaints
- Report dates tenants vacate or take occupancy of premises
- Ensure vacating or vacated tenants leave premises in good condition and don't remove Landlord's property
- Perform weekly inspections of vacant units
- Read water and electric meters and report numbers to Property Administrator

Risk Management

- Complete incident reports and meet with adjusters as needed
- Manage CCTV and share with police, risk management or adjusters when approved
- Facilitate monthly OH&S meetings with Security and Maintenance Contractor
- Follow up the completion of daily/weekly/monthly playground inspections

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- Review daily security reports and follow up with incidents as needed
- Ensure parking lot and sidewalks are adequately clear of snow and ice, and sanded
- Utilize RiskCheck's Greencheck Internet- based Environmental, Health & Safety management systems to control risk management issues in areas of environment, health & safety

Qualifications:

- Power Engineer – 5th or 4th Class Minimum
- Minimum of 3 years' supervisory experience with 3 years of related work experience in similar environments with comparable building systems
- Experience with management of computerized preventative maintenance programs
- Experience with negotiation of service contracts and supervision of capital programs
- SMA or FMA BOMA designation an asset
- Experience with Angus CMSS in maintaining equipment lists, scheduling preventative maintenance and generating on demand and tenant work orders an asset
- Fully competent in all related legislation and Occupational Health & Safety (i.e. WHMIS)
- Capable of reading blueprints and construction drawings, shop drawings and maintenance manuals
- Must be able to provide Clear Criminal Record Check
- Secondary School Graduation Diploma
- Good working knowledge of standard Windows Office Programs, plus a good working knowledge of industry standard Building Control/Automation Systems and Work Order Systems

The duties and responsibilities of the Operations Manager are as outlined but may be changed from time to time as deemed necessary. The Operations Manager is required to be an excellent communicator both verbally and in writing and able to carry on multiple tasks at any given time.

To apply, please visit our website at <http://shapeproperties.com/careers>