

## Operations Supervisor, Destination Deerfoot City

### 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.

### Destination: Deerfoot City

Deerfoot City is a master planned retail destination which is currently under redevelopment. The 1.1 million sq. foot transformation will include purposefully designed shopping, dining and entertainment zones. The unique open-air concept will be brought to life by stunning landscapes and beautiful architecture. With unparalleled access from Alberta's busiest highway, Deerfoot City will be a vibrant community hub where people can play, gather, shop and eat. You'll find a strong sense of collaborative energy here, in how we work, share and engage with others and like most Calgarians, we work as hard as we play.

### Position Summary

Works with and assists the Operation Manager in the repair and maintenance of the buildings systems and equipment to achieve a high level of tenant and guest satisfaction. Reporting to the Operations Manager, in a team environment, you will assist in the overall operation of an 80 acre property.

### Primary Responsibilities:

- Coordinate and follow-up on the repair and maintenance of any building mechanical, electrical, life safety and envelope systems
- Ensure all building systems and equipment are well maintained by following company policies and procedures, and provincial environmental, health and safety legislation
- Coordinate electrical and mechanical contractors performing base building and tenant improvement work. Maintain positive relationships
- Collaborate to maintain a high level of overall property maintenance and cleanliness
- Prepare cost estimates, issue purchase orders; track and monitor minor project work to completion, including deficiency reviews
- Liaise with tenants regarding any requests for services or information, ensuring issues and concerns are resolved to the tenant's satisfaction
- Assist Tenant Coordination and Operation Manager during tenant build out activities

## SHAPE PROPERTY MANAGEMENT

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- Follow-up with regular site contractors as they complete work and report back to the Operation Manager
- Maintain and share daily communication between tenants and administration
- Populate all new equipment information including warranty work and building inspections through Angus Anywhere. Perform all monthly in-house equipment inspections for repairs and maintenance and schedule bi-annual work to be performed by service providers. All inspections must include detailed notes and back up
- Assist and work with the Operation Manager to manage emergency response procedures, including regular reviews, updates, training and testing
- Assist and work with the Operation Manager on programs such as GreenCheck, RiskCheck, Alberta Health & Safety and SHAPE Operational Health & Safety
- Coordinate projects and events supporting marketing initiatives
- Must be able to perform and react efficiently and effectively in a fast paced environment
- Be available for on call and weekend duties, including responding to after-hours issues
- Other duties as assigned

### **Qualification & Assets:**

- Excellent guest service skills and experience working with the public
- Five years hands-on experience working with general maintenance and building systems
- Fourth Class Power Engineering Certification or Equivalent
- Intermediate computer skills (MS Office 2010, Angus Anywhere and Maintenance Software)
- Thorough knowledge of building components, including HVAC, mechanical and electrical systems, life safety, equipment, and building envelope systems
- Mechanically inclined with the ability to operate, perform preventative maintenance and trouble shoot as required
- Strong interpersonal and communication skills
- Able to lift up to 50lbs
- Able to work independently and as part of a team
- Able to assess tasks and prioritize work

# SHAPE

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SHAPE PROPERTY MANAGEMENT

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- Familiar with provincial health and safety legislation

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