
Operations Supervisor, The City of Lougheed

ABOUT SHAPE

SHAPE is the real estate investment, development and management company leading some of the largest and most exciting projects in North America including The Amazing Brentwood and The City of Lougheed in Metro Vancouver. SHAPE manages over 4M sq.ft of commercial space, over 800 units of rental residential and over \$1 Billion of development projects currently 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.

ABOUT THE CITY OF LOUGHEED

At Metro Vancouver's most central and connected location, a community shopping centre is evolving into Canada's largest shopping, dining, residential, and social destination. This is the City of Lougheed – a 37-acre city centre with parks, plazas, entertainment, and culture at an unprecedented scale. And with all lines of rapid transit converging here, every corner of the region is within reach. This is a city-within-a-city, a world-class destination, and a new generation of urban living for citizens and visitors alike.

Today, The City of Lougheed is a regional shopping centre with 85+ shops and services including Hudson's Bay, London Drugs, Walmart Supercentre, and Sport Chek.

ABOUT THE ROLE

The Operations Supervisor will work closely with the Senior Operations Supervisor in the maintenance and repair of buildings and equipment to achieve a high level of retailer and guest satisfaction. Reporting to the Operations Manager, this role will work in a team environment and will assist in the overall operation of The City of Lougheed.

Primary Job Responsibilities

- Perform maintenance and repairs for building and site equipment to ensure compliance with company policies and procedures
- Coordinate inspections, maintenance, and repairs by scheduling daily work assignments and delegating to the appropriate member of the on-site third-party maintenance team
- Assist with coordination and follow-up on the repair and maintenance of building mechanical, electrical, life safety and envelope systems with off-site third-party contractors

- Assist Dockmaster with loading bay logistics including coordinating with both commercial and residential users
- Assist in the maintenance of Telecommunication and Audio-Visual systems
- Order supplies and equipment necessary for repairs and maintenance
- Populate new equipment information including warranty work and building inspections in Computer Maintenance Management System
- Assist in meeting property energy, water, and waste efficiency targets
- Collaborate to maintain a high level of overall property maintenance and cleanliness
- Liaise with retailers regarding any requests for services or information, ensuring issues and concerns are resolved to the retailer's satisfaction
- Work with the Marketing team to coordinate projects and events supporting marketing initiatives
- Comply with and enforce all safety procedures by participating in safety training and ensuring adherence to corporate and legislative requirements
- Cleanliness and organization of all service rooms and maintenance storage areas
- Available for rotating on-call and weekend duties, including responding to after-hours issues
- Other duties as assigned

Qualifications

Required Knowledge, Skills, and Abilities

- Thorough knowledge of building components including HVAC, mechanical and electrical systems, life safety equipment, and building envelope systems
- Mechanically inclined with the ability to perform a variety of preventative maintenance tasks, and troubleshoot and repair equipment
- Excellent guest service, communication, and interpersonal skills
- Ability to work independently and as part of a team
- Organized with the ability to handle multiple tasks and prioritize for completion
- Computer proficiency with Word, Excel, Building Automation Systems, and Preventative Maintenance software
- Thorough knowledge of B52 Mechanical Refrigeration Code and health and safety legislation
- Ability to lift 50 lbs

Required Training and Experience

- Fourth Class Power Engineering Certification or equivalent
- Five years of hands-on experience working with general maintenance and building systems preferably in a shopping centre or mixed-use environment
- SMA (BOMA), Building Environmental Systems I, or Pool Operator Certificate an asset

Working Conditions

The successful candidate may expect a comfortable and collaborative work environment at The City of Loughheed Shopping Centre, a SHAPE managed property located in Burnaby. The candidate will be expected to work weekends.

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