



Operations Manager True North Square, Winnipeg

Applicants are asked to submit interest to:

<http://bentallkenedy.com/careers.php>

Operations Manager (324-17-MB-BK)

Drawing on inspiration from leading mixed-use plaza-centered developments in North America, True North Square will connect Winnipeg to a new international standard of downtown development. Over 1 million gross square feet of newly developed multi-phased space, the striking architecturally designed buildings and amenity spaces will truly transform Winnipeg's downtown.

Currently under construction with the first tower to be completed in June 2018, Towers 1 and 2 make up the first phase of True North Square. Bentall Kennedy has been engaged as Property Manager for the first phase of the development and is looking to expand its project team.

Reporting to the General Manager, the Operations Manager is a senior building operations position who will be responsible for providing administrative, operational and technical service and support to True North Square. The primary objective of the Operations Manager is to ensure that the buildings are being managed and maintained in a safe and environmentally responsible manner and to the highest level of operational efficiency.

Employment start date is January 2, 2018

True North Square:

- Tower 1 at **242 Hargrave Street** is a 17 storey, 365,000 sf office and retail tower. There are fourteen levels of Class A office space (300,000 sf) and a three level retail podium (65,000 sf). The 4th floor is dedicated to a gym and conference centre amenity. *June 2018 Completion.*
- Tower 2 at **225 Carlton Street** is a 25 storey office, retail and residential tower with a shared office and residential lobby and main floor hospitality/retail on level 1, retail and skywalk connection on level 2, four levels of boutique office space (34,500 sf) on levels 3 through 6, 194 apartment rental units on levels 7 to 24. The 25th level provides residences with a full level of residential amenities including a rooftop terrace. *Spring 2019 Completion.*
- There is a two level 239 stall underground parkade connecting the two towers. Level 1 has 129 stalls and Level 2 has 110 stalls. *June 2018 Completion.*
- True North Square plaza area will be a full programmable, multi-functional, outdoor public plaza. *Summer of 2018 Completion*

Duties / Responsibilities

The Operations Manager's primary responsibilities include:

- Coordinating building and systems commissioning and developing staff training procedures;
- Overseeing preventative maintenance and unscheduled repairs of HVAC, mechanical, plumbing, lighting, electrical, elevating devices and life safety systems;
- Management of energy and utility consumption;
- Manage capital and construction projects;
- Conduct environmental assessments and reporting;
- Implementing the corporate occupational health and safety program;
- Management of waste, recycling and hazardous materials;



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- Oversee computerized control systems;
- Tenant improvement construction management;
- Ensure sound curtain wall, structural and roof maintenance;
- Respond to tenant service requests;
- Perform life cycle costing exercises;
- Conduct insurance and risk management inspections, remedial actions and reporting;
- Prepare annual operations and capital project budgeting;
- Liaise with regulatory or civic authorities having jurisdiction;
- Provide technical or administrative advise to internal and external clients;
- Supervise operational staff;
- Liaise and coordinate efforts with Parking & Security Supervisor, Engineering Supervisor and Housekeeping Contractor;
- Remain current and up to date with new industry practices, legislative changes and new technologies;
- Other duties as assigned.

Sustainability

- Proactively support Bentall Kennedy's culture of environmental responsibility and social responsibility, and lead efforts to demonstrate the organization's commitment to sustainability and responsibility.
- Working with the Property Manager, set targets and goals for energy efficiency, greenhouse gas emissions, water usage and recycling.
- Monitor utility consumption and develop and implement strategies for reductions.
- Review consumption trends regularly with operations staff.
- Manage and respond to environmental risks and hazards.
- Keep abreast of new developments and industry standards and practices for efficient building operations by attending industry events and participating in company or industry committees.
- Continually seek and engage staff in seeking opportunities for waste reduction and improvements in recycling.
- Participate in tenant and staff community-support events as appropriate.

Qualifications

Technical Qualifications – The Operations Manager shall have the following technical qualifications or industry equivalency:

- 3rd or 4th Class Power Engineer (3rd Class Preferred) or Technical Certificate (C. Tech. or A.Sc.T.)
- Journeyman Trades Person (Electrician, Plumber or Refrigeration) is an asset but not a requirement;
- BOMI SMA / SMT or FMA / RPA is an asset but not a requirement;
- A minimum of 5 years direct work experience holding a senior position in commercial high rise building operations;
- A valid driver's license; and
- Intermediate level skills in Microsoft Office

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



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priorities, adaptable to new ideas and embrace changes; results and detail oriented; work within an environment that is subject to moderate to high levels of stress in emergency or conflict situations; 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; requires the ability to exert moderate physical effort and must be able to move quickly in emergency situations; is able to thrive within a busy working environment.

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

Reasonable accommodation at any time throughout the hiring process is available through Bentall Kennedy's Human Resources department for applicants with disabilities or for those needing job postings in an alternate format. If you require accommodation, please email us at accessibility@bentallkennedy.com and include: Job posting #, your name and your preferred method of contact.