



Operations Supervisor True North Square, Winnipeg

Applicants are asked to submit interest to:

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

Operations Supervisor (68-18-MB)

Position Overview

Reporting to the Operations Manager, the Operations Supervisor is a senior building operations position and is responsible for providing supervision to building operators, skilled trades (where applicable) such as electricians, plumbers, carpenters and semi/unskilled trades such as general maintenance, grounds keeping, etc.

The primary objective of the Operations Supervisor is to ensure that the assigned real estate portfolio or complex of buildings is being managed and maintained in a safe and environmentally responsible manner and to the highest level of operational efficiency.

Duties / Responsibilities

The primary responsibilities of the Operations Supervisor include:

- overseeing standards, controls and processes for safeguarding the facilities
- overseeing preventative maintenance and unscheduled repairs/demand maintenance of HVAC, mechanical, plumbing, lighting, electrical, elevating devices and life safety systems;
- management of energy and utility consumption, including tracking of all energy use data;
- conduct environmental assessments and reporting;
- implementing the corporate occupational health and safety program;
- management of waste, recycling and hazardous materials;
- oversee computerized control and automation systems and conduct trending analyses;
- 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;
- in conjunction with the Operations Manager, prepare annual operations and capital project budgeting;
- liaise with regulatory or civic authorities having jurisdiction;
- provide technical or administrative advice to internal and external clients where appropriate;
- supervise and train building operations staff, ensure safe working practices are observed at all times;
- remain current and up to date with new industry practices, legislative changes and new technologies;
- Ensure high potential employees are receiving on-going coaching and mentoring and provide the Operations Manager with feedback on staff performance and development;
- Other assigned duties as required.

Sustainability

- Embrace and proactively support Bentall Kennedy's culture of environmental responsibility and social responsibility;
- Operate the building in an energy and utility efficient manner;
- Assist with environmental assessments and reporting;
- Utilize the building management system to achieve energy and utility reductions;
- Actively support, advocate and develop sustainability initiatives;
- Review consumption trends regularly with operations staff and explain and troubleshoot variances and abnormalities;



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- Manage and respond to environmental risks and hazards;
- Participate in tenant and staff community-support events as appropriate.

Qualifications

Technical Qualifications – The Operations Supervisor shall have the following technical qualifications and experience or suitable industry equivalency:

- 4th Class Power Engineer;
- a Technical Certificate (C.Tech. or A.ScT.) is an asset but not a requirement;
- Journeyman Tradesperson (Electrician, Plumber, Refrigeration) is an asset but not a requirement;
- FMA / RPA + BOMI SMA / SMT is an asset but not a requirement;
- a minimum of 8 years direct work experience in a progressively senior building operations position in a commercial high rise building or similar structure;
- extensive experience operating medium to large chiller and boiler plant;
- extensive experience with CMMS and building automation systems;
- a sound understanding of Workplace Health and Safety standards and regulations;
- knowledge of security systems including card access and CCTV is an asset but not a requirement;
- management and senior supervisory experience is an asset;
- a valid driver's license;
- intermediate level skills in Microsoft Office;
- Good analytical and report writing skills.

Communication & Relationship Skills / Personal Character Traits- Ability to communicate effectively and professionally, both orally and written, with all levels within the company; ability to develop and sustain cooperative working relationships with all business units, clients and tenants; mature and self-motivated team player who is committed to personal growth and ethical integrity; have strong relationships with industry peers and trade associations; maintains a neat and professional appearance at all times.

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 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 demonstrate good manual dexterity, 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 – Ensures operations records, files and documentation are maintained in an orderly, accurate and timely fashion; strong administrative and organizational skills; possesses strong leadership, supervisory, mentoring and coaching skills; demonstrates a mature outlook; excels at accommodating client and tenant requests in a cooperative, diplomatic and expedient manner.

Decision Making Skills - Ability to resolve problems using facts and sound reasoning; ability to achieve goals using logical and strategic approaches to resolving challenges; able to provide high level reporting when required.

Upon request, accommodation at any time throughout the hiring process is available through Bentall Kennedy's Human Resources department for applicants with disabilities.