

Operations Manager, Kildonan Place Mall

Primaris REIT owns and manages 35 retail properties aggregating approximately 11.4 million square feet, at Primaris REIT's ownership share, including 22 enclosed shopping centres totaling approximately 9.8 million square feet and 13 unenclosed shopping centre and mixed-use properties aggregating approximately 1.6 million square feet. Primaris REIT is one of the largest owners and managers of enclosed shopping centres in Canada, and one of the largest owners and operators of retail property of all formats across Canada.

Role Summary

Reporting to the General Manager, the main responsibility of the Operations Manager is to ensure the successful operation of the building and facilities which may encompass areas such as maintenance, cleaning, security and guest services.

Role Responsibilities

- Ensure that all programs related to the overall operation of the Centre are implemented in a timely efficient manner by regularly reviewing the execution of areas such as, preventative maintenance, water treatment, energy management, environmental management, waste management, landscaping, pest control, property security, snow removal, parking lot/deck, roof maintenance and general building rehabilitation, life safety systems, cleaning operations, tenant coordination, and Health & Safety, to ensure cost effective facility management in compliance with all relevant legislation
- Manage operational expenses on a monthly basis by reviewing actual performance against budget, approving all purchase orders and invoices and conducting a monthly variance analysis to determine reasons for variance and find methods to address the situation in order to ensure expenditures remain within prescribed budgets
- Develop the annual operating budget in conjunction with the General Manager and (Senior) Property Administrator for all categories of expense and recovery by conducting thorough studies of all contracts, previous budgets, repairs and upgrades and by controlling expenses versus revenues in order to maintain first class centre and to stay competitive within the market
- Actively manage and participate in RFPs, tenders, bids and contract negotiations with multiple service providers (e.g. waste management, snow removal, cleaning, etc.)
- Create and maintain long term capital expenditure plans
- Ensure maintenance of all mechanical, electrical, life safety and security systems in compliance with Building Codes and manufacturers recommendations to ensure systems remain at optimum level of operation
- Facilitate and coordinate on-going, open communications with tenants by attending various meetings as required by the tenants to understand and address their operational concerns in order to ensure their needs are being met and the organizations assets are maintained appropriately
- Respond to after-hours emergency calls by going to the site and taking the necessary actions required to ensure all emergency procedures are followed and the security of personnel and the property is maintained
- Authorize and verify employee and contractor work schedules to ensure appropriate coverage is maintained

- Ensure necessary safety precautions and policies are followed in line with applicable laws and company policies
- Develop, maintain, and track preventative maintenance and initiatives to ensure timely inspections and repairs to common areas, existing building systems and equipment
- Coordinate and support tenant coordination projects in conjunction with the Design and Construction department. This includes, but is not limited to, cost estimating of all work responsible by the landlord, discussions with local building consultants and site inspections during the construction process
- Foster relationships with tenants, general contractors and third party vendors
- Motivate, direct and evaluate all direct reports through regular formal and informal discussions, including annual evaluations and goal setting sessions, to enhance employee job satisfaction, foster employment stability, and to maximize productivity
- Actively recruit and train new team members when required
- Review work completed by the team and provide guidance when necessary
- Other duties as assigned

Required Qualifications

Formal Education and/or Certifications

- Bachelor's degree in a related field
- 4th or 5th Power Engineering Ticket, or Fireman's Power Engineering Ticket (depending on property)
- Possession of a Refrigeration Engineer certificate an asset
- Building Environmental Systems diploma (or similar program) an asset
- BOMA Systems Maintenance Technician (SMT), System Maintenance Administrator (SMA), or Facilities Management Administrator (FMA) an asset

Years of Experience

- Minimum 5 years' experience as a Building Operator, Supervisor, Operations or similar role
- Minimum 3 years supervisory/management experience preferably in a shopping centre or mixed use environment

Specialized knowledge, skills and abilities

- Working knowledge of heating and cooling systems
- Experienced in using heating/cooling maintenance and database software programs (i.e. Angus)
- Working knowledge of Fire and Building codes
- Knowledge of Healthy and Safety legislation
- Knowledge of safe operation of power tools and equipment
- WHMIS certification an asset
- Ability to work flexible/extended hours
- Proficient with Microsoft Office programs
- Comfortable using a PC
- Valid Driver's License

Competencies

- Communicate clearly, concisely, professionally and convey active listening and openness
- Build positive relationships and demonstrate commitment, effort and a "take charge" attitude
- Produce accurate work with attention to detail and consistently meet deadlines
- Take ownership for actions, accept constructive criticism and make the necessary changes to behaviour
- Overcome obstacles to get the job done, identify problems and recommend solutions
- See change positively and adapt quickly to change in work requirements
- Actively support training & development opportunities for employees as well as provide regular and meaningful feedback while delegating responsibility and being comfortable working through others
- Embrace change and support new initiatives, anticipate and analyze issues in order to understand the future impact of actions and make sound decisions

Values

- Respect: Value diverse perspectives, experiences and talents; treat others the way you would want to be treated
- Empowerment: Use the means provided to carry out responsibilities to the best of your ability and to implement creative ideas
- Integrity: Do the right thing, deliver on commitments and admit mistakes
- Teamwork: Work together as one team toward common goals
- Accountability: Hold yourself and others accountable for decisions and results

If your background matches the qualifications listed above and you are looking for an opportunity with a dynamic team, please submit your resume in confidence to careers@primarisreit.com

Please note that we thank all who apply however only candidates considered for an interview will be contacted.

Primaris is committed to accessibility for persons with disabilities in the course of employment, including in recruitment and hiring. If, as a result of a disability, you require accommodation in order to apply for this role and/or participate in the recruitment process, please contact careers@primarisreit.com