

Manager, Facilities Operations NAHQ

RESPECTFUL | CHALLENGING | REWARDING

We're proud to give our employees the flexibility to choose how and where they want to work. In this role, you will decide whether your preference is to work from home (remote), work from the office or a hybrid of time spent at both; however, you must live near the work site/territory (Winnipeg, MB) and able to travel by ground as much as necessary.

The Wawanesa Mutual Insurance Company, founded in 1896, is one of Canada's largest mutual insurers, with over \$4 billion in annual revenue and assets of \$12 billion. Wawanesa Mutual, with executive offices in Winnipeg, is the parent company of Wawanesa General, which offers property and casualty insurance in California and Oregon; Wawanesa Life, which provides life insurance products and services throughout Canada; and Western Financial Group, which distributes personal and business insurance across Canada. Wawanesa proudly serves more than two million members in Canada and the United States. Wawanesa actively gives back to organizations that strengthen communities where it operates, donating well above internationally recognized benchmarks for excellence in corporate philanthropy. Learn more at wawanesa.com.

We are currently looking for dedicated, driven, and enthusiastic individuals who thrive in an environment that welcomes change and are looking for an opportunity for diverse experience and advancement on a growing team.

JOB OVERVIEW

The Manager, Facilities Operations North American Headquarters (NAHQ), will oversee and manage daily facilities operations for NAHQ inclusive of the Café Market, Wellness Centre, Mailroom, and Facilities Operations. This role ensures that the facilities, amenities, and services align with global WELL certification requirements. Oversees and supports the Facilities team and maintains relationships with the Landlord's Property Manager. Supports effective management of labour, productivity, and quality within the Facilities team.

JOB RESPONSIBILITIES

- Delivers an exceptional employee and member experience through the seamless establishment and continuous improvement of amenities and services at NAHQ.
- Oversees, manages, and coaches an engaged Facilities team to ensure that team members reach their full potential while contributing to the achievement of Wawanesa's goals.
- Develops operational plans, processes, and metrics for internal services and third partner vendors in support of our Distributed Work Experience program trends.
- Develops and executes the annual budget for facilities operations and monitors and reports on variances.
- Oversees the mailroom to develop a modern, efficient, mail distribution program that supports the organization.
- Responsible to establish and maintain the global WELL certification for NAHQ including fulfillment of application process, policy development, and operational plans in collaboration with third party vendor and internal stakeholders.
- Works collaboratively with Strategy Sourcing to establish contracted services and amenities in alignment with WELL certification and internal stakeholders:
 - Café Market: Launch food service and catering program including equipment selection, Café layout, service, and quality control, reporting and programing with third party vendor.
 - Wellness Centre: Establish facility including floor plan equipment, service agreements, policies/waivers and programing.
- Works collaboratively with Vendor Management to oversee contracted services and amenities to:
 - Identify, recommend, and implement contractual changes as required to ensure costs and services evolve with changing business needs and priorities.

- Manage overall communication between Wawanesa and the vendors and resolve major issues between Wawanesa and the vendor.
- Lead and oversee operational readiness with respect to vendors and business continuity plan components.
- Monitor stakeholder satisfaction and take appropriate action to ensure contracted vendor services continue to meet and exceed stakeholder expectations.
- Collaborates with the Facilities Manager and Accessibility & Workplace Safety Manager to ensure policies and processes are consistent throughout the enterprise.
- Ensures engagement with key stakeholders including Third Party Vendors, Property Manager (PM), and Wawanesa internal contributors including Facilities, Marketing, Sustainability, People & Culture, Corporate Communications, and Project Management.
- Perform other duties as assigned.

QUALIFICATIONS

- Bachelor's degree in business management, or a related discipline.
- 8+ years of experience in a facilities management leadership role.
- Completed WELL Certification AP designation or working towards completing designation is required.
- Experience in a large office environment with experience overseeing both internal and contracted services is an asset.
- Mail Room experience to develop a modern, efficient, mail distribution program is an asset.
- Ability to effectively manage third party vendors and contracts such as food services and fitness providers.
- Excellent planning and organizational skills with the ability to multitask and prioritize effectively.
- Strong analytical skills to produce data-driven insights metrics and scorecards for facilities management.
- Demonstrated ability to develop trusted collaborative working relationships across multiple stakeholders.
- Excellent computer skills (including Microsoft Office) and aptitude to learn new technology.
- Exceptional written and verbal communications presentation skills.
- Demonstrates positive attitude, great energy, strong team collaboration and ability to manage through challenges while delivering a high quality of customer service to staff, visitors and members.
- Familiar with Health & Safety in an office environment and able to contribute best practices based on previous experience for different amenity environments.

Wawanesa is proud to be one of Manitoba's Top Employers for 2023 recognizing that we are an exceptional place to work!

Wawanesa provides its employees with a **respectful, challenging** and **rewarding** environment where they can maximize their potential while contributing to the company's goals. Our full-time permanent employees are provided with **highly competitive compensation packages** (salaries, generous vacation allowance, leave top up, annual bonus plan, premium free benefits and a pension plan). Wawanesa provides a **stable environment** for its employees in today's challenging markets.

Wawanesa is an equal opportunity employer and is committed to fostering a diverse workforce that is equitable and inclusive for all. Wawanesa provides equal employment opportunity to all employees and applicants without regard to an individual's protected status: race/ethnicity, colour, religion, creed, sex or gender, sexual orientation, gender identity or expression, family or marital status, pregnancy/childbirth or related conditions, national origin, disability, military or veteran status, or any other protected status. Accommodations are available upon request throughout all aspects of the selection process. Candidates requiring accommodations may contact, in confidence, jobs@wawanesa.com.

If you are interested in this exciting, challenging position with Wawanesa, [apply today](#) with your Resume.

All Wawanesa job applicants are subject to Wawanesa's [Privacy Policy](#).