**Building Operator**

**GENERAL ACCOUNTABILITY**

Delivers an exceptional customer service experience responding to tenant calls, operates building systems, performs general maintenance, oversees ‘sparkle patrol’, purchases supplies & service, supports contractors and participates on-call duty.

**CUSTMER ORIENTATION**

Primary customers are tenants, suppliers & contractors, other members of the internal team and general public visiting the property; with a secondary focus on owner clients.

**ORGANIZATIONAL STRUCTURE**

Reporting to the Operations Manager or Supervisor, this position works collaboratively with a team of operations, maintenance and administration personnel assigned to the property or portfolio. There are no direct reports.

**Customer Service**

• Work always to achieve the highest level of satisfaction in providing an ‘Exceptional Customer Experience”.

• Greet each person you meet with a smile and adhere to the OUR TEAM SERVICE guidelines.

• Inspect the property thoroughly each day; dealing immediately dealing with hazards and promptly

addressing other matters impacting on the use of the building for its intended purposes.

• Respond promptly to service requests, resolve issues appropriately and communicate your actions.

• Attend to on-call rotation as scheduled, responding adequately to after hours and weekend service calls.

**Cleaning**

• Be jointly accountable with all members of the maintenance team for the cleanliness, condition and appearance of the common areas and grounds.

• Back up and assist the Day Porter or Matron in achieving our desired “Sparkle Patrol” outcomes including but not limited to light duty or heavy duty or window cleaning.

• Be accountable for the condition and cleanliness of the electrical, telecommunications, mechanical and storage closets throughout the building; as well as adhering to the safety, security and access guidelines established for these areas.

• Maintain the cleanliness of the boiler room and primary mechanical & electrical rooms.

• Respond to all service requests regarding janitorial and other contracted cleaning services, pest control, waste removal & recycling, common area plant care and window cleaning.

• Resolve each request in keeping with established contractual and lease obligations; applicable operating, safety and risk management guidelines; and the accountability structure of the maintenance team. Where the request is beyond the accountability of this position, defer to those accountable for the cleaning contract.

**Utilities**

• Be accountable for tracking metered and sub-metered utility consumption; and reporting these figures to administration.

• Back up and assist the supervisor as primary liaison with the utility provider in maintaining advantageous and collaborative relationships.

• Adhere to sound energy management practices and Our team’s guidelines for environmental stewardship.

**Security**

• Respond to all service requests regarding security services, keys and locks.

• Resolve each request in keeping with established contractual and lease obligations; applicable operating, safety and risk management guidelines; and the accountability structure of the maintenance team. Where the request is beyond the accountability of this position, defer to those accountable for the security contract.

• Be accountable to understand fully and; in the event an emergency; carry out established response measures.

**Repairs & Maintenance**

• Respond to service requests regarding HVAC, curtainwall & windows, elevator, fire & life safety, electrical & lighting, roof, plumbing, exterior finishes, maintenance equipment, tile & flooring, doors, signs, paint & decorating, freight & deliveries, landscaping, parking lot / garage and so forth.

• Resolve each request in keeping with established contractual and lease obligations; applicable operating, safety and risk management guidelines; and the accountability structure of the maintenance team. Where the request is beyond the accountability of this position, defer to the matter to the supervisor.

• Be observant, perform regular building inspections and respond to conditions requiring attention.

• Be accountable for the developing performance standards in conjunction with management, organizing both a maintenance and capital plan; coordinating purchases and contracted services; and overseeing technically competent work as it relates to painting and decorating, signs, doors, tile and flooring throughout the property.

• Carry out maintenance duties assigned by the CMMS; complete and close work orders in a reasonable and responsible timeframe.

• Perform all repairs and maintenance duties in a safe and professional manner in keeping with established operating, safety and risk management guidelines; always giving consideration to the tenant, the public and the curb appeal of the building over the efficiency and timing of getting the job done.

• Issue purchase orders for supplies and service; adhering to Our team’s purchasing guidelines. Build strong relationships with qualified suppliers and service firms appropriate for the property.

• Maintain adequate inventory of supplies, tools and equipment to properly, adequately and safely fulfill the outcomes expected of this position; ensuring first that these items are safe to use before using them in keeping with safe handling and operating guidelines and procedures.

**Management Support**

• Assist administrative personnel prepare budgets, process accounts payable and draft reports.

• Assist marketing personnel meet desired outcomes for customer service, tenant relations, on-site

programming, advertising and promotions, and communications.

• Assist supervisory personnel coordinate service contracts.

• Assist project management personnel carry out construction management jobs on-site.

• Assist compliance personnel carry out HSE, risk management and insurance programs.

**Team Building**

• Deliver an exceptional customer experience, achieving the highest level of customer satisfaction.

• Collaborate with stakeholders regularly in the performance of these duties, responding promptly and adequately to address their needs, and resolve their concerns.

• Build mutually beneficial relationships that add value and enhance the achievement of business objectives.

• Participate in carrying out client, customer and public relations programs and events with the team.

• Participate in community support initiatives promoted by the Company or of personal interest.

• Represent Our team in a professional manner, both in dress and behaviour.

• Promote, practice and assist in achieving the Company’s desired outcomes for sustainability and corporate social responsibility.

• Choose an attitude each day that contributes to the success of your own life, the team and the business.

• Focus on communication, coordination, collaboration and cooperation in an effort to achieve common goals and objectives of the team and the Company.

• Focus on core competency measures established for this position; as well as team goals and individual PAL objectives. Assess performance regularly with your supervisor and adjust activities as needed to achieve targets.

• Attend to your own personal skill development and training. Ask about career opportunities.

• Help others on the team meet the Company’s vision, promise and values.

Workplace Safety & Regulatory Compliance

• Understand and carry out the duties and responsibilities of this position outlined in the Company’s HSE program (health, safety & environment) and guidelines, as amended from time to time.

• Adhere to government laws, codes and regulations impacting the performance of these duties, and ensure Company adopted guidelines, processes, procedures and checklists are achieved in a reliable and timely fashion.

• Assist Our team in avoiding and if they occur, responding to risk management, compliance and insurance claims, orders and losses.

• In conjunction with Our team team’s legal, insurance, risk and compliance officers and administrative personnel, coordinate risk compliance strategies as appropriate or advisable, or as instructed, in relation to these duties.

**General**

• Prepare files, analysis, reports, budgets and correspondence in the accomplishment of these duties; and properly store all such information in the Company’s document or contact management systems.

• Become proficient in the use of the Company’s adopted enterprise management systems applicable to the performance of these duties including but not limited to data processing, communications, financial management, computerized maintenance management, document management and contact management systems.

• Assist and work on special projects from time to time as may be requested.

• Other duties as may be assigned from time to time within the scope of this position, personal skill

level and experience.