



## Facilities Manager (14-month Term)

**About you:** Are you a friendly and energetic multi-tasker who enjoys a fast-paced workday in a customer facing environment? Do you have experience working for a property management provider such as a housing co-op or student residence, at a hotel service desk or medical office, or a similar office environment?

**CCOC is looking for a Facilities Manager to cover a 14-month term. The ideal candidate is able to use sound judgement whilst juggling competing priorities in a sometimes-unpredictable workday. Technology savviness and strong organizational skills are essential for success in this role.**

**About the job:** You will lead a team of three (3) Facilities Coordinators, two (2) Receptionists, and a small number of students, as well as manage the head office. The Facilities Manager will support the Facilities Coordinators in their day-to-day job duties, analyse expenses and prepare reports and budgets for submission to the Facilities Director. You will also be responsible for supporting CCOC's front line customer service team. You should have experience leading a team and working with people from diverse backgrounds to provide friendly, respectful, and efficient service.

**About us:** Centretown Citizens Ottawa Corporation is a community-based, tenant and member directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate-income people. We are a progressive employer of choice that values diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability in all that we do.

**Term:** fixed 14-month parental leave

**Compensation:** Starting wage between \$62,553 and \$73,591, with a maximum of \$84,630 based on experience and qualifications. Compensation is based on a 35-hour work week.

### **Benefits:**

The hired candidate is entitled to:

- a) Vacation: earned at 1.25 days per month;
- b) Sick Leave: earned at 1.25 days per month;
- c) Other leave with pay: birthday and jury duty;
- d) Partial Group plan: Group insurance such as long-term disability/drug plan after three (3) months of employment;
- e) Dental and eyewear plan after one year of continuous employment;
- f) Employee and Family Assistance Plan (EFAP) from day one.

**Application Deadline:** 4:00pm on Monday, March 27th, 2023.

*\*This is a 14-month term position to cover a parental leave.*

**How to apply:** Forward **resume** and **cover letter** by email to [hring@cchohousing.org](mailto:hring@cchohousing.org).

It is CCOC's goal to be an inclusive organization and we are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. We, therefore, actively seek to recruit candidates who are Indigenous, Black, Persons of Colour (IBPoC), persons from the LGBTQIA2+ community, persons with disabilities and women. Preference will be given to candidates with skills in additional languages, and candidates with personal or professional experience with marginalized communities.

While we appreciate all applications, only those selected for an interview will be contacted. **If you require accommodation during the interview process, please advise us when initially contacted.**

# Facilities Manager

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**Reports To:** Director of Facilities  
**Department:** Facilities Management  
**Supervises:** Facilities Coordinators  
**Date approved:** January 31, 2023

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## Summary

The Facilities Manager ensures CCOC service standards are met by supervising the Facilities Coordinators and administering office contracts for services and supplies. The Manager also analyses expenses and prepares reports and budgets for submission to the Facilities Director. Additionally, they facilitate the activities of the Facilities Management Department by supporting clear communication between the facilities teams and providing resources and information to the office staff and tenants.

## Responsibilities

### 1. Support the Executive Director by:

- Providing primary supervisory duties of the Facilities Coordinators.
- Providing secondary supervisory duties of the Service Desk and Receptionists.
- Ensuring staff meet all standard Health and Safety practices and regulations.
- Ensuring that the standards for maintenance response and repairs are met.
- Managing processes to ensure compliance with key performance indicators and targets.
- Reviewing and approving staff payroll records.
- Monitoring information and service requests to ensure staff, publications and communications supply the right information to tenants.
- Ensuring the Facilities Coordinators are properly equipped with information, training, and tools to provide exceptional customer service.
- Preparing annual evaluations of direct reports.
- Ensuring a fair distribution of work.
- Ensuring the effective integration of staff into the larger corporate workflow and organizational mission.

- Overseeing training for direct reports and the development of staff, including individual development plans and overseeing mandatory training.
2. Administer contracts for services and supplies and ensure good functioning of CCOC workplaces (primarily the head office) by:
    - Ensuring staff are equipped with appropriate technology to meet ongoing and changing needs.
    - Planning and executing network and systems maintenance and enhancements.
    - Managing regular desktop hardware and software and end-user needs, with external resources and vendors as required.
    - Overseeing basic office administration, supplies and shared equipment.
    - Managing office cleaning contracts and security systems.
    - Managing the phone system, voicemail, and auto-attendant systems.
    - Initiating reviews of regular contracts for services and supplies on a regular basis.
    - Performing cost-benefit analysis from information extracted from invoices.
    - Authorizing payment of contractor invoices, including release of holdbacks.
  3. Analyses expenses and prepares reports and budgets for submission to the Director of Facilities Management by:
    - Generating reports from in-house data or through research to provide accurate cost/benefit analysis, including reviewing and analyzing work order summaries.
    - Providing advice regarding efficiencies in maintenance-related expenses.
    - Working with Finance on Capital budgeting and cash flow forecasting.
    - Supporting drafting of the Building Standards operating budgets for all properties and providing required analysis for review by the Director of Facilities and relevant Committees.
  4. Provides information and resource services by:
    - Managing the audit trail for critical incidents and information and following up for compliance.
    - Managing the centralized fire safety records, monitoring for compliance, and reporting deficiencies to the Director of Facilities Management.
    - Assisting the Director of Facilities in establishing new or revised procedures related to tenant services and service standards and informing staff of same.
  5. Performs such other duties as may be assigned.

This position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-Operative and Cahdco (Centretown Affordable Housing Development Corporation).

## **Education and Experience**

- Completion of post-secondary education in a related field or 5 years of related work experience in property and/or office management, including 2 years leadership experience and supervision of staff.
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.
- Experience and a demonstrated commitment to collaborative and progressive non-profit and volunteer-based management approaches.
- Familiarity with Yardi Voyager is considered a strong asset.
- Advanced Microsoft Office Suite skills, including Excel.
- Advanced verbal and written communication in English.
- Intermediate verbal communication in French, intermediate written communication in French is a strong asset.

## **Supervision and Decision-Making**

- Decision-making forms a large part of the performance and impacts an entire function of the organization. The process is guided by broad policies and general objectives; original independent thinking and definite judgement are required.
- Responsible for providing direct day-to-day supervision of four (4) Facilities Coordinators. Responsible for developing new or changed procedures.
- Works under general direction, must be able to think independently to come to solutions.
- Considerable impact to CCOC, tenants, and employees if errors are made.
- Regular use of confidential information, most specifically tenant files.

## **Working Environment**

- Interaction with internal colleagues involves planning and coordinating the efforts of others.
- Interaction with external contacts requires tact and courtesy, primarily in exchanging information.
- Normal office environment. Periods of light physical effort are required. (i.e., intermittent sitting, standing, reading, typing).

- Some degree of physical skill and coordination required (i.e., basic keyboarding, use of word processing software, data entry).
- Comfortable work environment (office setting).
- The work environment may involve considerably stressful situations at times. For example: receiving a complaint from an irate tenant about the cleanliness of the lobby area and referring the tenant to the appropriate staff member (Operations Manager) for resolution.