

Supervisor, Infinity Property Services - Thunder Bay
Thunder Bay, 226 May Street South, Thunder Bay, Ontario, Canada
Date Posted: Thursday, January 30, 2025
Closing date: February 13, 2025
In office position

MNO's culture is at our core

The MNO workplace culture is full of potential ready to be unlocked. As our Self-Governance agreement materializes, we are building a workplace culture of action, responsibility, and most importantly a desire to serve the Métis community. When defining what MNO culture is, it's difficult, because of our diverse leadership styles, and the different programs and services offered. What that really means is there is a place for almost everyone under the MNO employer umbrella. We recognize people are different, and that is our source of strength. We bring opinions together, welcome healthy conflict, and look to always find answers, not problems.

What We Can Offer You

- Comprehensive employer-paid health benefits and pension plan
- Generous vacation allotment starting at 15 day's for regular employees and 20 day's for management
- Annual paid two-week holiday closure in December
- 16 paid public and employer holidays
- 15 paid health & wellness days
- Challenging, multi-disciplinary work environment that fosters learning and professional development
- Substantial educational incentive to promote personal and professional growth
- An opportunity to make a direct or indirect impact on the lives of the Métis Peoples across the Province

Other perks

- Employee Assistance Plan
- Telemedicine plan
- Health care spending account
- Goodlife corporate membership discount
- Bell Mobility's exclusive partner program
- Staple's corporate discount
- Dell member purchase program
- Mark's corporate discount

About the Role:

The Thunder Bay Supervisor will play a leadership role in scheduling, tracking, delegating, assigning tasks and organizing the work of others, identifying problems and challenges with delivery or quality, and resolving or elevating as required. The Supervisor provides coaching to their team to ensure performance and quality objectives are met, motivates and deals with day to day onsite employee needs.

Daily or frequent onsite location requirements:

- 226 May St South (TBCC)
- 511 Kingsway Ave
- Youth Transitional Housing at 105 Junot Ave
- 24 Unit Townhouse complex at 1040 Huron Ave

The Supervisor will provide Building Condition Assessments (BCA), and other building inspection services, associated reporting for the Thunder Bay Community Centre and at various times required to perform onsite inspections of residential properties at mandatory stages of construction, during tenant move-ins and move-out, checking and enforcing compliance with the reviewed permit documents, building drawings, the Ontario Building Code, related legislation or municipal by-laws and Life Safety Inspections (LSI).

The Supervisor coordinates with administrative personnel to ensure residents are following the homecare guidelines of their lease agreements, are complying with regulations and manage the general maintenance requirements of the residential properties with the largest portion of time dedicated to Thunder Bay Community Centre.

The Supervisor will perform indoor and outdoor inspections to minimize safety hazards and determine maintenance needs, photographing and documenting the Thunder Bay Community Centre, all other assigned properties, and ensures full compliance of Health and Safety Act and all other regulations.

Key Duties & Responsibilities:

Supportive Functions

Assist management in supporting team as assigned

Assist management in the onsite hiring, onboarding, training and development of assigned team members

Oversee and delegate the daily workflow, scheduling and assignments of the assigned team

Ensure that the necessary equipment is available and in working order to complete assignments

Keep team members informed about and enforce rules, regulations, policies, and objectives

Maintain detailed and accurate work records

Support the resolution of conflicts that arise among team members and/or other employees

Support the development of performance feedback and evaluations that are timely and constructive

Collaborate with the team to identify ways to improve program or Branch effectiveness and seeks approval to implement

viable ideas

Other reasonable duties as may be assigned

General Responsibilities

Inspects Thunder Bay Community Centre and assigned properties on a regular basis for general maintenance

assessment

Coordinate with trades and contractors to facilitate necessary maintenance activities

Address maintenance requirements for property grounds in accordance with Municipal standards

Maintain parking area – arrange with 3rd party contractors for line painting and garbage removal

Winter –secure contracts with vendors for snow removal/salting/dumping and may be required to perform salting and

shoveling at times

Summer – secure contracts with vendors for weed removal and grass cutting

Ensure all annual/monthly preventative maintenance and inspection services are performed and maintain proper documentation including but not limited to HVAC, fire and elevator systems

Oversee interior janitorial services using IPS contract staff and/or 3rd party contractors

Handle walk-ins and address general concerns when required

Coordinate with MNO for onsite program events, activities and general access

Manages building security access codes and hard copy keys

Manages the phone system as well as internet access using 3rd party contractors and internal MNO IT as necessary

Oversee the installation, maintenance, and repair of equipment and machinery as instructed by management

Troubleshoot and respond onsite to after-hours emergencies (heating, security, vandalism, plumbing, etc.)

Manage parking - Enforce monthly public parking spot rentals. Ensure MNO staff have parking

Participate as part of the project team for any Capital projects undertaken at the property

Must be physically able to inspect construction sites including walking properties, climbing ladders, and kneeling

Must be able to lift up to 25 pounds at a time

Residential Property Responsibilities

Respond to resident maintenance complaints as a dedicated maintenance team member

Onsite and virtually inspections of approx. 150 residential homes

Identify hazard and create solutions to minimize potential safety hazards

Coordinate property maintenance with external vendors as necessary

Determined the occupancy and condition of properties

Photograph all violations or potential issues and log the actions taken

Perform six-month inspections, initial inspections before tenants moved in, move out inspections, and final inspections

Perform all other inspections as new inspection programs are acquired

Provide administrative support in the absence of the property administrator including the answering and dispatching of

telephone calls as required

Provide weekly updates on open maintenance issues and ongoing capital projects

Participate in the after-hours emergency on-call schedule to insure 24-hour coverage (on rotation with other staff) on an

occasional basis

Perform other duties and responsibilities as assigned by the Operations Manager or designate(s)

Must be physically able to inspect construction sites including walking properties, climbing ladders, and kneeling

Must be able to lift up to 25 pounds at a time

Operational Administration Responsibilities

Adherence to Occupational Health & Safety Act requirements, as it pertains to daily work; advises Manager of unsafe

working conditions on sites and participates in investigations as required.

Responsible for the proper use of Personal Protective Equipment (PPE) on all sites, as required.

Organize workload, schedule inspections, and document inspection results, including the collection and attachment of

photographs, documents, and reports in the computerized records management and tracking system.

Collaborate on responses to enquiries from the public concerning assigned PMR with the Manager

Prepare accurate detailed reports and provide all necessary documents/recommendations to the Manager for approval

Qualifications:

- Previous 3 years or more experience in a similar/comparable supervisory role
- A post-secondary degree in a related field or equivalent combination of education and experience
- Previous experience dealing with confidential information
- Demonstrated ability to leading a peer group to complete a task, deliverable or project

- Demonstrated ability to quickly acquire and expand knowledge and to be flexible when leading in a demanding and dynamic environment
- Ability to read and interpret basic plans
- Familiarity with the Residential Tenancies Act
- Experience in performing building residential or small building inspections and or related experience in the construction and renovation industry
- Strong desire to act in the service of Métis Citizens, to advance and uphold rights and culture
- A high degree of technology literacy and proficiency in standard office equipment
- Advanced communications skills, both written and verbal
- Superior organization skills and time/priority-management managing self and others including the design and implementation of project work plans
- Elevated levels of problem-solving and analytical skills
- Demonstrated ability to work effectively with others as a peer leader on a team
- General knowledge of construction
- Valid driver's license and reliable transportation
- Knowledge of MS Office (Excel, Word) and a high degree of digital literacy. Willingness and ability to adapt to and learn new software
- Demonstrated problem-solving, time management and analytical skills to prioritize workload pressures and deadlines
- Experience working with HVAC, plumbing and electrical systems
- Demonstrated understanding of policies, processes, practices and documentation used to deliver the Branch mandate

Preferred

- A post-secondary degree or certification in business or management
- Completion of a leadership development program or course
- Demonstrated ability to motivate / leverage the skills of a team to complete assigned tasks and deliverables
- 2-years experience in real estate, insurance inspection, or property management an asset
- Experience working with tenant, leasing or property management systems (Yardi, Arcori, Property Vista, etc.)
- Home Inspection Certification from a recognized body in Ontario (nice to have)
- Certified Energy Auditor or in the process of completing certification (Nice to have)
- Project Management Certification
- Experience in reviewing residential or small building construction drawings and permit drawings
- Knowledge of Métis-specific and broader indigenous tenants' key challenges.
- Knowledge of the Residential Tenancies Act, Residential Tenancies, Construction experience, Building Management

Experience

- Demonstrated ability to effectively maintain focus on work queues or projects with a longer time-line (Considered an Asset)

Positions at the MNO may require the following:

- Current CPR/First Aid certification or ability to obtain
- Completion and maintenance of police check
- A reliable vehicle (or ability to rent), driver's licence, \$1,000,000 liability insurance, and a clean driving record
- Flexibility to work extended hours as necessary

- Ability to occasionally travel within The Thunder Bay region and Northern Ontario for limited periods of time
- Ability to work extended hours and rotational on-call occasionally

AODA Statement

The Métis Nation of Ontario commits to providing accommodation as required by the Ontario Human Rights Act, unless to do so would cause undue hardship. Accommodations will be provided in accordance with the principles of dignity, individualization, and inclusion. The Métis Nation of Ontario will work cooperatively and in the spirit of respect with all partners in the accommodation process. These accommodations will extend to all aspects of the employment relationship including recruitment and selection.

Please email human resources if you require an accommodation during the hiring process.

Special Services Organization

The Métis Nation of Ontario is a special services organization. All applicants are encouraged to apply. Preference may be given to qualified applicants who meet the requirements for MNO Citizenship as per the MNO Bylaws and who are in good standing.

The Métis Nation of Ontario uses Artificial Intelligence (AI) to help in the screening and assessing of applicants within our Applicant Tracking System (ATS).

Other details

Pay Type Salary Min Hiring Rate \$68,190.00