



POSITION DESCRIPTION – BUILDING SERVICES MANAGER

ABOUT AUGUSTINE HOUSE:

As a not-for-profit society, our mission is to offer a premium level of care, support and housing for seniors; providing respect, compassion and dignity in a safe and active retirement community.

POSITION SUMMARY:

Reporting to the Executive Director, the Building Services Manager is responsible the overall presentation of the House, for handling multiple requests and changing priorities, and the safe and efficient operation of building systems, electrical, mechanical, security and communication systems and monitoring all Maintenance contracts and warranties.

The Building Services Manager is responsible for preventative maintenance; responding to and performing any hands-on maintenance and managing the Hospitality (Housekeeping / Laundry) and Maintenance staff in all areas of the Residence in a safe efficient and friendly manner.

MAJOR DUTIES AND RESPONSIBILITIES:

Professional:

Develops a planned maintenance schedule for activities that are required on a daily, weekly, monthly and annual basis. Maintains appropriate daily, weekly, monthly and annual logs.

Performs repairs and preventative maintenance duties with efficiency and an exceptional standard of skill and in a responsible, timely and friendly manner.

Regularly reviews contracts related to equipment, building, safety and grounds maintenance, in consultation with the Executive Director as needed, to determine continuance, extension or cancellation. Efficiently tracks and monitors all product warranties.

Maintains records of types of duties and services performed by self and others and regularly reports these indicators to the Executive Director.

Analyzes current building technology and trends and advises the Executive Director on strategies to achieve optimal outcomes.

Coordinates suite turnover in relation to a refurbishing plan and demonstrates flexibility when there are move-ins and move-outs to meet the needs of the organization.

Participates actively in reviewing and addressing site-wide administrative issues as a member of the Augustine House Leadership Team.

Facilitates and maintains telephone, cable, and WiFi throughout the building for use by staff and residents.

Is available for emergency call-ins.

Safety:

Manages the Emergency Preparedness program to ensure that fire safety regulations are adhered to, regular fire drills are conducted, employees receive annual training and Residents are informed of how to respond to emergencies.

Maintains an accurate control of all Master keys.



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Actively participates in the Joint Occupational Health & Safety Committee, demonstrates, promotes and advises on safe work practice and ensures that staff understand their obligation to report any safety, risk or other concerns that arise.

Ensures all trades and contractors on site have current liability and WorkSafe insurances.

Accountable for ensuring all facilities and equipment within the responsibility of the department are in safe working order for the protection of the residents, staff and volunteers.

Leadership, Fiscal & Human Resources:

Interviews, selects, hires, performs employee appraisals, disciplines, terminates, ensures provision of appropriate staff development / in-service, and schedules personnel within the Building Services Department (Housekeeping / Laundry / Maintenance). Provides direction and support to departmental staff.

Provides the Executive Director with recommendations for the maintenance budget and efficiently controls maintenance costs on an ongoing basis

Maintains an accurate capital replacement and equipment and machinery lifecycle plan.

Communication:

Participates as an active member of the management team in supporting the Mission, Vision, Philosophy, objectives and standards of Augustine House.

Liaises with residents' families, staff, community, and service providers to ensure the most effective provision of services.

Demonstrate outstanding public relations skills with residents, potential clients, staff and all persons visiting the residence.

Ensures effective team communication through meetings and team talks and fulfills on call responsibilities when required.

Performs other duties and responsibilities as delegated by the Executive Director.

QUALIFICATIONS:

Certificate in Building Services or equivalent experience managing structural, plumbing, electrical, mechanical, painting, boilers, landscaping and industrial appliances. A desire for ongoing learning.

Demonstrated leadership, organizational and interpersonal skills. Be able to demonstrate initiative and problem solving skills. Ability to work independently with minimum supervision. Must be a flexible and versatile team player.

A person with a positive self-projection, excellent human relations with residents, families and other team members. A people-person with a heart for seniors and a friendly, outgoing disposition.

Fluent in English with effective oral and written communication skills. Computer literate.

Ability to study building plans, suite layouts and building audit/deficiencies standards.

Knowledge of WHMIS.

REPORTING RELATIONSHIP: Reports to the Executive Director