
REGION:	West
POSITION:	Assistant Manager, Operations
DEPARTMENT:	Property Operations
LOCATION:	Bankers Hall/Bankers Court – Calgary AB
REPORTING TO:	Manager, Operations

DESCRIPTION & RESPONSIBILITIES

DESCRIPTION:

This position oversees the daily operations and maintenance of the complex as it relates to the needs of Brookfield Properties and the tenants of Bankers Hall and Bankers Court, ensuring compliance with all safety legislation as well as company policies and processes. The individual will be responsible for providing direction to the operations department staff, being a strong mentor to direct reports and building a cohesive team through strong leadership, guidance, and support. The individual will have overall responsibility of establishing and maintaining best in class operational strategies ensuring efficient operations, and that the day-to-day HVAC and preventative maintenance of mechanical and electrical equipment is meeting performance benchmarks. This position works closely with the Manager, Operations and regularly communicates and interacts with the teams from the other departments.

RESPONSIBILITIES:

- Individual needs to have strong leadership skills to mentor all staff. Provide guidance, coaching and direction to operations and maintenance staff on a day-to-day basis, giving regular feedback.
- Prepare operations and maintenance staff performance reviews in Workday and conduct one-on-one meetings with staff as needed.
- Provide direction, implement strategies, set up the commissioning process, document and resolve all construction/building/Tenant deficiencies.
- Ensure that all HVAC, building maintenance and operating systems are functioning efficiently.
- Oversee building HVAC operating strategy, for example, Preventative Maintenance Work Order System, Scheduled Maintenance, and Tenant Recovery Invoicing.
- Assist in developing, tendering, and monitoring all contracts including chillers, heat exchangers, cooling towers, water treatment, boilers, etc.
- Assist in preparing the annual operational budget for Bankers Hall/Bankers Court. Assist in the preparation of monthly operations reports which address operational issues, initiatives, and recommendations.
- Analyze costs and ensure budgeted items are addressed. Monitor and ensure all chargeable workorders and tenant-generated invoices are billed accurately to tenants monthly.
- Administration including, but not limited to, document submission to different and varying governing bodies to meet obligations under current Municipal rules regulations and codes.
- Research innovative technologies and provide proposals on reduction of utilities and operating costs within the building/complex.
- Ensure that all Tenant construction adheres to Building Standards and all drawings are reviewed for compliance to Brookfield Properties standards. Ensure attendance at construction meetings.
- Ensure electrical, HVAC and other system shutdowns and maintenance are completed in a timely and efficient manner and on budget.

- Assist with all Capital Project planning.
- Embody and support Brookfield Properties' Safety, Health, and Environment Policy.
- Other duties and projects as assigned.

QUALIFICATIONS

SERVICE / PERSONAL SKILLS:

This position requires a dedicated service-driven, professional, and courteous individual with excellent communication and interpersonal skills (both oral and written). Must be able to work independently as well as in a team environment. Excellent analytical and problem-solving skills are required as well as the ability to work well under pressure. Must have a thorough understanding of operational and technical issues to provide direction and leadership to the Operations and Maintenance departments and efficiently interact with Construction, Security, Tenant Services, and Building Services. The position demands flexibility and a high degree of organizational and administrative skills to manage a variety of priorities and changing deadlines. This individual must also be available to assist in all emergencies and be on call as needed.

EXPERIENCE & TECHNICAL SKILLS:

- Five to ten years in a Manager/Supervisory position or experience-based equivalent.
- Thorough knowledge in the operation and repair and maintenance of mechanical, electrical, and plumbing systems, air handling equipment, boiler and chiller plants and life safety equipment etc. in large complexes.
- Extensive knowledge in building automation systems and controls.
- Strong understanding of chemical water treatment theories and practices.
- Proficient computer skills in MS Word, Excel, Outlook, Yardi, Angus AnyWhere etc.
- Project management experience.
- Proven customer service skills.
- Excellent budgeting and reporting skills.
- Must have an ability to manage competing priorities; prioritize tasks and respond pro-actively
- Ability to deal with issues which are confidential and sensitive in nature requiring professionalism and discretion.

EDUCATION/DESIGNATIONS/LICENSES:

- Fourth Class Power Engineering Certification is required.
- Completion of leadership/supervisory/management training.

Brookfield is committed to accommodating the individual needs of all applicants with disabilities during the recruitment and selection process as required under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

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