



POSITION DESCRIPTION

Position Title

Technical Advisor Facilities Maintenance

Function

Reporting to the Senior Manager - Facilities Operations, the Technical Advisor Facilities Maintenance is responsible for the design, development and deployment of the Maintenance program to attain operational excellence. As the primary figure head for facilities performance, the Technical Advisor-Facilities Maintenance has oversight and accountability of the safe and efficient operations of Silvera's Facilities Maintenance functions in alignment with company strategic initiatives.

Key Responsibilities Include:

- Develop, implement and revise maintenance policies, processes and procedures to ensure best-in-class service to Silvera Communities, residents, staff and visitors
- Review Silvera's physical asset portfolio and develop programs, budgets, and resources to ensure alignment with Silvera's strategic intentions, KPIs and KPMs
- Conduct internal reviews of the maintenance department to verify effectiveness of the service delivery and implement improvements and efficiencies as required
- Provide sound performance analysis and assessment of General Maintenance Personnel to the Community Management
- Perform analysis of maintenance reports and data to make strategic, informed decisions on the direction of the department
- Establish and oversee the Planned and Preventive Maintenance program, including its design, coordination and effectiveness
- Create and influence multi-year Capital Maintenance planning for all properties within the Silvera portfolio
- Maintain understanding and ensure departmental compliance with all regulatory, board and organizational requirements
- Serve as a point of escalation for emergent, urgent, and emergency situations
- Provide training and direction to Direct Service Staff on all matters related to delivery of the maintenance program
- Develop and revise capital and operating budgets/forecasts regularly
- Collaborate with the Procurement Advisor to develop and mandate standards for Silvera's maintenance procurement processes and Preferred Vendor Management program; serve as point of escalation for vendor management issues related to Maintenance
- Authorize departmental purchase orders and contracts in accordance with Silvera's signing authority matrix
- Advocate for the maintenance program needs/processes while fostering interdepartmental relationships
- Provide reporting on departmental KPMs, KPIs, trends, and exceptions to the Senior Manager, Facilities Operations
- Liaise with government agencies, professional associations and Silvera's Communities to establish strong working relationships
- Actively participate in other relevant departmental duties as required

Qualifications required:

- Post-secondary education in building maintenance, capital planning or trades; or the equivalent combination of education and experience
- Facility Management Administrator (FMA) Facilities Management Professional (FMP) designation or working towards
- Supervisory certificate, diploma or designation an asset
- Minimum 5 years of supervisory experience preferably in the property management industry or Senior Housing industry
- Experience developing and improving facility management programs and initiatives
- Extensive knowledge of building operating systems such as boilers, HVAC, Life Safety Systems and the building trades
- Able to develop, maintain and revise capital and operating budgets/forecasts
- Proven ability to leverage reporting and data to make strategic decisions
- Strong computer literacy, including Microsoft Office Suite (Word, Excel, Access, Outlook) and Maintenance IT Systems (CMMS)(Yardi)
- Excellent planning, organizational and communication skills with the ability to develop strong working relationships with internal and external stakeholders

Working Conditions:

- Responding to emergency situations, rotational after hour support to On-Call GMP and carrying a cellular phone may be required
- Regular travel to Community sites within Calgary will be required
- Working under somewhat stressful situations may be required
- Heavy lifting may be required

Silvera is a leading advocate and caring provider of homes and services for older Calgarians. We offer non-profit service to more than 1,450 residents and have continued to do so proudly for over 60 years.

Silvera employees create positive impact every day. Together, we serve people who make their home with us, including in our supportive living communities, which provide meals, housekeeping and Active Aging programs. Silvera provides a respectful, inclusive, diverse workplace. Our employees work hard to make our communities the safe, comfortable places residents call home. We offer employment opportunities in dining, housekeeping, maintenance and administration. We reward staff through training, recognition and opportunities for growth. We offer flexible full-time, part-time and casual hours, and lieu time.. Our communities are located in all quadrants of Calgary and our head office is located on Macleod Trail near Chinook Centre.

Come build a career with our committed, high-performing team and make a positive difference in the lives of others.

- Our singular purpose: Live your best life.
- We value accountability, honesty, relationships and innovation.

We thank all applicants; however, only those selected for an interview will be contacted.

Due to the current high volume of applications, we will not be accepting phone calls about individual applications.

All pre-screen questions must be answered completed for an application to be processed.

In accordance with the Alberta Accommodation Standards, all successful candidates are required to complete a criminal record check prior to commencing employment and all offers made are contingent upon a successful criminal record check.

For further information on us, please visit our website: www.silvera.ca