

Overview

When you join Hines, you will work alongside innovative leaders who set the standards responsible for our reputation as an industry leader today, and you'll be a part of shaping our future in the years to come.

Responsibilities

As an Assistant Operations Manager with Hines, you will aid the Operations Manager in maximizing the property asset value by planning and implementing of all mechanical operations, maintenance, and energy management programs according to Hines quality standards as appropriate for the mission. It encompasses day-to-day operations direction and coordination, along with significant input and involvement in longer term strategic planning. Responsibilities include, but are not limited to:

- Monitors physical operation of building systems/equipment (including related software); ensures systems operating within specified tolerances; maintains/updates daily reporting logs; repairs equipment, directs repair of, or obtains quotes from contractors to perform repairs; Ensures building runs with energy control and tracking to ensure optimal performance
- Oversees purchases of building supplies/inventories to maintain acceptable stock levels while adhering to budget restrictions
- Completes administrative functions including monthly reports, site policies and procedures, site audit preparation, etc.
- Participates in development of operating budget; assists with the responsibility to operate within budget
- Participates in development of short/long-term infrastructure plans; acquisition of capital equipment/supplies
- Participates in tendering process and negotiation of costs/fees with suppliers/contractors; assists in drafting and executing service contracts
- Ensures staff, contractors, and physical site maintain compliance with OHS standards, Hines quality standards and applicable codes/regulations
- Ensures accuracy, timeliness and completeness of work orders, various documents of the team
- Maintains Computerized Maintenance Management System (CMMS) including preventative maintenance schedules/plans; updated site-specific task cards; reviews/adjusts system maintenance schedules (as required) considering budget and resources
- Works as necessitated by building activities/requirements including weekends, holidays and after hours; responds to building emergencies on an on-call basis; responds to emergency calls by telephone (or in person if required); arranges for/supervises contractors (as required)
- Participates in committee meetings as applicable
- Ensures contractors fulfill contractual obligations and adhere to site procedures and policies
- Schedules assignment of duties; supervises, directs and monitors duties carried out by staff and contractors recommending operational efficiency improvements as appropriate; mentors, coaches and provides leadership to staff; fosters potential relationships
- In collaboration with next level of management: participates in recruitment process; develops site goals/objectives; facilitates employee goal setting; identifies training/education requirements; conducts performance reviews; investigates staff performance issues/recommends action
- In collaboration with next level of management, defines personal skill/competency gap and creates/implements personal/career development plans
- Assists with the Supervision of maintenance/construction projects within building both tenant and base building

Qualifications

Minimum Requirements include:

- Post-secondary diploma/certification (e.g., BES, Engineering Technology, etc.) or a trades qualification (e.g., journeyman, electrician, etc.); or combination of education, training and experience;
- Five or more years professional work experience; significant amounts of supervisory experience required. Commercial real estate facility management strongly preferred
- Ongoing involvement with professional organizations such as BOMA, NAOIP, REALPAC desired.
- Budgetary experience; specifically, procedures for expenses/revenues.
- Involvement in developing, securing, and managing contracts for various Operations services at previous sites preferred (e.g. – Chillers, BAS, Fire Alarm Systems, Sprinkler Systems)
- Apply a LEAN analysis approach to seek continuous improvement
- Use a variety of problem solving, judgement and reasoning techniques.
- Organizational skills and the flexibility to jump from priority to priority, this will allow the role to juggle a variety of functions
- Makes technical/operational decisions utilizing policies and guidelines with some flexibility to depart from policy.
- Makes decisions based on training of policies and previous management precedent
- Recommends changes to policies and procedures to enhance tenant experience
- Independently makes technical/operational decisions (within approved budget)
- Strong/proven communication skills (verbal and written);
- Required to carry a mobile device and be on call after hours
- Work requires utilizing tools/repairing systems that could cause physical injury if not handled/operated following safety practices/procedures;
- Subject to noise and heat from equipment;
- Physical demands:
- Exposure to elements - majority of work indoors; some exposure to outdoor environment;
- Lifting requirements - maximum 50 lbs.;
- Repetitive physical effort - majority of work is non-repetitive;
- Elevated working conditions - use of ladder, scissor lift (training required), etc.;
- Confined space may be applicable (training required).

Hines is a global real estate investment, development and property manager. The firm was founded by Gerald D. Hines in 1957 and now operates in 28 countries. We manage a \$92.3B¹ portfolio of high-performing assets across residential, logistics, retail, office and mixed-use strategies. Our local teams serve 634 properties totaling over 225 million square feet globally. We are committed to a net zero carbon target by 2040 without buying offsets. To learn more about Hines, visit www.hines.com and follow @Hines on social media. ¹Includes both the global Hines organization as well as RIA AUM as of June 30, 2022.

We are an equal opportunity employer and support workforce diversity.

No calls or emails from third parties at this time please.

Link to Apply: <https://careers-hines.icims.com/jobs/10796/assistant-operations-manager/job?mode=view>