



The primary role of the Operations Supervisor is to provide technical expertise and create standard operating procedures for the day-to-day operations and maintenance of systems and equipment in condominium properties managed by the Company. In this capacity, the Operations Supervisor will work closely with external contractors and vendors.

Reporting to Vice President, Condominium Operations, the **Operations Supervisor's** key responsibilities will include:

- Collect and catalogue all technical documentation and specifications for building systems for newly constructed condominiums, working closely with senior management.
- Review technical documentation and specifications with the goal of creating standard operating procedures for building staff, in particular Superintendents.
- Ensure thorough knowledge of HVAC, Mechanical and Plumbing, BAS, generators, fire alarm and life safety systems and applicable maintenance contracts for properties in the portfolio.
- Regularly visit all properties in the portfolio and monitor the adherence to standard operating procedures by both building staff and contractors engaged in preventative maintenance programs.
- Request contractors to provide preventative maintenance programs and review these to ensure that mechanical, electrical, HVAC, plumbing and fire, life and safety systems are adequately maintained.
- Participate in various meetings and working groups to integrate activities, communicate issues, obtain approvals, resolve problems and assist with on-boarding new developments.
- Assist Property Managers with obtaining quotes and budgeting for the maintenance and operations of systems.
- Act as a resource to the Property Management Site Teams for emergency situations at properties, including those which may occur from time-to-time afterhours, e.g. floods, fire alarms, equipment malfunctions, etc.
- Liaise with consultants and supervise external contractors to ensure compliance with building rules and regulations.
- Ensure health and safety standards are maintained.

To succeed, candidates must possess the following combination of education, experience and skills:

- Completion of Building Environmental Systems I program or similar technical education
- Completion of a relevant post-secondary diploma/degree;
- 7+ years of progressive experience in Physical Operations of residential buildings;
- Thorough, hands-on experience with:
 - Boilers, chillers, pumps, fans, motors, elevators, emergency generators, digital control systems
 - HVAC control systems, lighting and power systems;
 - Domestic hot and cold-water systems, heating and hot water tanks, waste systems, all piping heating, chilled water, sprinkler risers and sprinkler distribution;
- Common building operational policies and various related Acts/codes/standards, i.e. the electrical code, plumbing code, TSSA, Fire Code, and Building Codes
- Building Automation System, Electronic Security System, access control and surveillance cameras
- Ability to communicate effectively and professionally, both oral and written;
- Ability to develop and sustain cooperative working relationships;
- Customer service
- Superior ability to handle multiple demands, competing priorities, adapt to new ideas and constant changes and deliver successful results; and
- High level of proficiency with MS Word, Excel and Outlook.

We offer a competitive compensation package and the opportunity to work with an industry leader! To apply, please **forward your resume to careers@menres.com** and in the subject line please include the position **Req# 4036 – Operations Supervisor**.