

Job Posting

#24.159 Director of Facilities

This posting is open to all qualified applicants.

Our Place Society (OPS) is an organization founded on progressive and inclusive Christian values and principles. We work as a team to create a nurturing atmosphere of home and family, where all are welcome. **A team approach is critical to living out our mission and values and directing our work.**

Position Overview:

Reporting to the Chief Executive Officer, the Director of Facilities has a comprehensive knowledge of all OPS sites including all building systems and operational functions. The Director of Facilities oversees and provides strategic direction to a team of Supervisors, skilled maintenance technicians, Custodial staff, as well as specialized contractors and service providers. With support from a team, the Director is responsible for overseeing day-to-day property operations including planned and corrective maintenance and custodial services delivered to Our Place's portfolio of owned or managed properties across Greater Victoria. As a member of the executive team, the Director works closely with the leaders of all other departments to advance organizational goals.

Duties and Responsibilities:

To provide leadership, support, and administration to the Facilities Team in all locations. The team consists of the following departments:

- Maintenance
- Custodial
- Shipping and Receiving

And the following sites:

- Muncey Place
- My Place
- Caledonia Place
- 919 locations - Housing, Night Shelter and Community Centre
- Capital City Centre Hotel
- Albina Street

Team Management

- Provide leadership and supervision to staff in a manner that motivates, empowers, guides, and directs them to be responsible and accountable.
- Support direct reporting Supervisors by coaching, mentoring, guiding, problem solving, and professional development. Provide leadership to provide excellent internal departmental service.
- Undertake regular check-ins, team meetings, and performance management as needed.
- Participate in recruitment, retention, labor relations matters and oversee team performance management.
- Ensure health and safety procedures are in place and followed by staff; while potential health and safety risks are identified, reported, and addressed with support from the relevant departments.

Maintenance, Custodial, Administration and Service Delivery:

- Be a member of the Executive Team and provide input in developing operational, strategic goals consistent with organizational objectives.
- Participate in the annual budgeting process and budget management/control efforts.
- Oversee procurement processes for all OPS properties, maintenance and ensure the appropriate use of quote requests, purchase orders, standing offers, RFPs, etc.
- Be responsible for general capital asset management from a facilities perspective.
- Analyze and review the overall structure of the facilities department and recommend any changes and re-structuring to the CEO.
- Oversee the custodial services for all sites and ensure a high standard of cleanliness and safety are adhered to.
- Ensures that all custodial staff are properly trained in various facets, such as orientation, chemical use, proper cleaning procedures and safety.
- Oversee suite turnovers to ensure that they are completed in a timely manner at an acceptable standard.
- Oversees the maintenance/inventory levels of cleaning supplies.
- Oversee the implementation of systems that improve efficiency and effectiveness in maintenance and custodial service delivery.
- Obtain and maintain current knowledge of maintenance services, approved standards, legislation, regulation, policies, procedures, trends, and be knowledgeable about efficient and cost-effective requirements.
- Oversee Contractor management, sourcing out work as required within established procurement process ensuring clear expectations and guidelines are set for contractors working on our sites.
- Prepare correspondence, letters, and reports as required, ensuring timely response to inquiries and issues.
- Receive and direct incoming correspondence, approve invoices, ensuring adequate procurement processes are followed.

- Maintain and build cooperative relationships with all OPS management/staff, external contractors, tenants, and service users.
- Ensures all regulatory compliance requirements have been adhered to and all related documentation is maintained, including preparing regular, timely and accurate reports for all aspects of services delivered.
- Establishes, maintains, and evaluates necessary policies, procedures, action plans, critical indicators, timetables, and performance measures.
- Work independently to meet deadlines and complete assignments as instructed.

Preventative Maintenance

- Ensure site and system inspections and scheduled maintenance are conducted at appropriate intervals and that corrective maintenance and capital projects are scheduled to address findings.
- Ensure suites are inspected in collaboration with the Housing Department through suite turns and inspections, that conditions are documented, corrective maintenance action is scheduled as required, and tenancy issues are observed.
- Support the completion of a maintenance schedule and track progress/completion of related activities.
- Work closely and effectively with fellow Directors to ensure their needs are best met within the Facilities Department's capacity.

Corrective Maintenance

- Monitor the completion of service requests in an effective and efficient manner.
- Oversee suite turnovers.
- Oversee after hours on call coverage scheduling and be available for after hours emergencies as required from time to time.
- Maintain a list of preferred vendors that can be contacted during emergencies.

Qualifications:

Education and Experience:

- Degree or Diploma in Facilities Management, maintenance or related field or equivalence in knowledge and experience.
- Thorough knowledge of general maintenance procedures, plumbing, and carpentry practical theory, HVAC, and electrical systems.
- A minimum of 5 years' experience working in a related management role
- A recognized project management credential would be an asset.
- Knowledge of preventative and compliance maintenance programs.
- Experience working with external contractors/trades and service technicians.
- Experience working within residential supportive housing properties is required.
- Minimum 3 years of experience managing within a unionized environment.

Skills and Abilities:

- Knowledge of current social issues related to homelessness, mental illness, and drug addiction.
- Ability to work closely with the CEO and Director of Finance in developing and evaluating a departmental structure to ensure staffing levels are congruent with department capacity to match emerging budgetary requirements.
- Demonstrated knowledge of methods, practices and materials in building maintenance and renovations.
- Excellent understanding of general property management.
- Proficiency with Microsoft products/software and aptitude to assess maintenance software for advancing routine workflow procedures.
- Strong administrative and leadership skills.
- Demonstrate positive, professional, and engaging approach to work, and the Workplace.
- Strong attention to detail with custodial standards.
- Experience in developing training standards and written procedures for custodial team.
- Budget and maintenance project planning experience.
- Strong interpersonal communication skills.
- Demonstrated ability to troubleshoot and manage building issues as they arise.
- Demonstrated ability to prioritize in a changing environment and capacity to work well under pressure, independently.
- Excellent written and oral communication skills.
- Must hold a valid Class 5 BC Driver's license.

Working Conditions

Compensation: \$95,443 to \$108,150 per year

Benefits: Eligible for a 100% employer paid comprehensive benefits plan, including pension.

How to Apply:

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience, and qualifications by 3:00 p.m. Wednesday, November 13, 2024 to careers@ourplacesociety.com or to Our Place Society, Attention Ryan Brost, HR Manager, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #24.159 – Director of Facilities" in the subject line.

Please note: All applications must have a cover letter to be considered.

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.