



Position Title: Program Manager, Facilities

Position Status: Full-Time Regular

Department: Procurement & Real Estate Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Our Procurement & Real Estate Services Department is seeking a Program Manager, Facilities who will work within the Facilities division to ensure our facilities remain reliable, innovate and cost effective.

You are: self-motivated professional, with proven asset, business and risk management experience. You are a collaborative problem-solver with strong communication and interpersonal skills and are able to communicate information both verbally and in writing to a wide variety of both technical and non-technical audiences. You show an interest in emerging technologies and are constantly identifying opportunities to innovate with a strong focus on sustainability and quality.

The Program Manager, Facilities reports to the General Manager, Procurement & Real Estate Services and falls within our Professional / Technical, Level 4B job family.

This role:

- Leads the facility operations of Metro Vancouver facilities and manages a team of staff responsible for maintenance and operational services. Oversees the day to day operations of the building, ensuring that all systems are running efficiently and effectively. Oversees the upkeep of the buildings base building systems, Metro Vancouver office spaces and common areas including hallways, lobbies and restrooms.
- Manages projects and implements plans to ensure the enhancement and extended life of the facility; these plans could include building restacks, large multi-floor moves, regulatory compliance, special event support, capital maintenance planning, capital maintenance projects and preventative maintenance planning. Ensures that all operations and maintenance activities are completed to a high standard and in a cost effective manner, which conserve both energy and water while maintaining a healthy work place. Maintains an accurate record of all building operations, maintenance and repair work.
- Accountable for the operating and capital maintenance budget preparation, reporting and resource allocations; monitors and controls spending ensuring the effective and efficient expenditure of allocated funds. Develops and

reviews RFQ's and RFP's and works with Procurement to ensure the timely award of contracts. Contributes to the preparation of long range strategic and financial plans of the division and department.

- Manages and oversees security and custodial services. Ensures services provided by external parties to the Head Office facility are available and accessible by all building occupants.
- Responsible for managing tenant relations, establishes processes and procedures for tenants to provide feedback and works to investigate and resolve tenant concerns and complaints.
- Develops, implements and updates policies and procedures for the safety of building occupants; ensures compliance with corporate objectives, relevant legislation and municipal, provincial and federal government regulatory building requirements.
- Working in collaboration with the Procurement team, negotiates and manages numerous contracts with vendors and service providers to support the head office complex. Manages relationships and contracts with service providers and contributes to ensuring contractual obligations are met; understands contract law and engineering principles to mitigate risk, cost overrun and time delays.
- Develops and implements an annual operating budget and reports on building metrics. Establishes, manages and delivers a 3, 5, 10 and 25 year capital maintenance plan for the building to support organizational growth, environmental efficiencies and ongoing regulatory changes.
- Hires, supervises, directs and motivates staff monitoring performance towards division, department and corporate objectives. Ensures adherence to corporate policies and collective agreements. Leads, coaches, and mentors staff recognizing the importance of leadership, supervisory and technical training; develops and sustains a flexible workforce encouraging staff to pursue opportunities that complement their skills and experience.
- Works collaboratively with staff to resolve complex technical, design, operational, or interpersonal issues staff encounter while doing their work. Facilitates information sharing among staff to transfer knowledge and experience and increase the efficiency and effectiveness of the team.
- Establishes effective working relationships with various outside agencies and internal departments. Works collaboratively to deliver on strategic initiatives and upholds Metro Vancouver's reputation through positive and forthright dealings with other organizations and members of the public. May provide advice, recommendations and follow up to the Metro Vancouver Board, Committees and municipal councils. Understands the organizational culture and the processes necessary to attain work objectives.
- Performs other related duties as required.

To be successful, you have:

- 7 years of recent related experience supplemented by a university degree in a relevant discipline or diploma in Facility Management; or an equivalent combination of training and experience.
- Designation as a Property Management professional.
- Extensive experience in property management, with a strong understanding of building systems, maintenance and repair. Working knowledge of contract law and engineering principles; demonstrated ability to manage numerous contracts and vendors needed to support the head office complex.

- Sound knowledge of relevant legislation such as the Commercial Tenancy Act and other related legislation and regulation pertaining to property management.
- Sound budgeting and financial management skills. Ability to monitor budgets, meet financial objectives and ensure the effective and efficient expenditure of allocated funds.
- Sound ability to supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports and responds to changing priorities.
- Excellent written and oral communication skills including the ability to effectively listen, persuade others, seek compromise scenarios and support the resolution of problems. Superior business writing skills including the ability to analyze and revise the content of contracts and draft non-routine correspondence to the organization on sometimes urgent and important matters.
- Demonstrated ability to build and maintain effective working relationships. Skill in dealing openly, tactfully and sensitively in a variety of situations and responds effectively to emotional triggers in self and others.
- Ability to manage a complex portfolio of work while establishing ambitious and challenging goals; demonstrated ability to deliver on multiple projects simultaneously; demonstrates persistence in overcoming obstacles. Responds to changing priorities due to internal or external pressures resulting in revised schedules and a reallocation of resources.
- Proven ability to use judgment to resolve complex problems with diverse implications and provide direction for critical and urgent matters. Ability to develop new procedures and plans to address problems and improve efficiencies considering the long-term implications of decisions and actions. Seeks to include staff in decisions that will impact them; works cooperatively to resolve differences of opinion.
- Proficiency using Microsoft Office programs including Word, Excel and Outlook.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.

Metro Vancouver requires all new hires to be fully vaccinated against COVID-19 (subject to any exemptions and accommodations) and provide proof of vaccination upon hire. *Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by March 2, 2023.*