

**BUILD A CITY.  
BUILD A FUTURE.**  
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## Business Operations Manager

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.*

*City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

### SCOPE

The Business Operations Manager for the Facilities Division is responsible for overseeing and managing all business aspects related to facility business operations as well as looking for opportunities for continuous process improvement and business continuity. This includes budgeting, financial analysis, procurement, service contract management, and strategic planning to ensure efficient and cost-effective facility management. The Business Manager will collaborate closely with other divisions and department managers to achieve organizational goals and objectives.

The Business Operations Manager will provide support to develop, manage and support the 53-person Facilities team who have various levels of involvement in design, construction, operations, and maintenance of 140 Civic Facilities. This is a management opportunity for a successful budget controller, staff supervisor and office champion. The role will have direct responsibility for a minimum of 2-5 internal staff, and both inform and support the entire division team in office management. The Business Operations Manager will be preparing and delivering documents for material and service contract procurement (including PR's, PO's, WO's, RFP's, RFQ's, PSA's, etc.).

### EMPLOYMENT STATUS

Exempt – Regular Full-Time

### RESPONSIBILITIES

Knowledge, Ability, Skill and responsibilities:

- Oversee administrative functioning of Facilities' day-to-day office operations.
- Facility maintenance, construction, supply chain management and/or real estate experience will be beneficial.
- Familiarity with Canadian Construction Document practices (Progress Payments, Change Orders, lien holdbacks, start-up and closeout procedures, etc.).
- Construction project and maintenance related work procurement experience.
- Sound experience sourcing and procuring a variety of goods and services or a suitable combination of training and experience.
- Good knowledge of contract law, negotiation, risk management and business procedures.
- Excellent organization skills, including ability to handle multiple duties and projects concurrently in a time sensitive manner.

Fiscal Management:

- Participate in the forecasting & preparation of annual capital and operating budgets, funding papers and grants, and other finance mechanisms.
- Maintain, analyze, and provide recommendations on fiscal capital and operations budget.
- Responsible for operating budget.
- Deliver monthly operations reports, budget updates and Key Performance Indicators.
- Control and monitor other division/department costs, capital budgets and external funding.

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## QUALIFICATIONS

- Bachelor's degree in Business Administration, Finance, Facilities Management, or related field.
- Minimum 5 years of experience in a similar role.
- Proven experience in business management, preferably in a facilities or property management setting.
- Experience soliciting and evaluating proposals and drafting purchase requisitions, purchase orders, work orders, contracts and agreements.
- Strong financial acumen with experience in budgeting, financial analysis, and cost control.
- Excellent negotiation and contract management skills.
- Able to provide effective administrative and supervisory control.
- Strategic thinker with the ability to translate business goals into actionable plans.
- Strong leadership and team-building skills.
- Excellent communication and interpersonal skills.
- Proficiency in relevant software applications, such as Microsoft Office Suite and facilities management software.
- Skilled in staff relations, client engagement and effective communication.
- Interpersonal, customer service and public relations abilities
- Ability to perform, review clerical tasks according to departmental procedures and expectations.
- Aptitude to further develop office methods, practices, and systems.
- Operates effectively as a team player and problem solver.
- Municipal governmental/public sector procurement procedure experience preferred.
- Valid BC driver's license with safe driving record.
- Ability to participate as an after-hours emergency call representative, to assess, direct and deploy service staff.

## OTHER INFORMATION

- Pay Grade: M2
- Hourly Rate: \$104,807-\$123,302
- Successful applicants must provide proof of qualifications.

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