
Manager, Facilities Maintenance & Operations

DEPARTMENT:	Engineering	STATUS:	Regular Full Time
NO. OF POSITIONS:	One	UNION:	Exempt
HOURS OF WORK:	40 hours per week	SALARY:	<i>\$129,881 - \$143,218 annually + comprehensive benefits package (2024 rates)</i>

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 85,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

Reporting to the Deputy Director, Engineering Services, the Engineering department is seeking a Manager, Facilities Maintenance and Operations to join our team. This role is responsible for managing the operation and maintenance of civic facilities and leased facilities. The role oversees and directs daily building systems operations, services and maintenance; and ensures facilities are safe, clean, and in compliance with regulatory requirements. This position will provide leadership to a team of building maintenance and custodial staff, as well as oversees the delivery of services provided by outside vendors and contractors. This position requires on-site presence.

Duties include:

- Manages the maintenance and day-to-day operations of civic facilities, leased buildings, including site safety, purchasing of maintenance supplies, equipment, negotiating and managing annual service contracts, development and implementation of facility maintenance plan and associated projects, and assisting in the tendering and management of capital projects.
- Develops effective staffing models and related budget. Manages staff, including hiring, scheduling, assigning and reviewing work, coaching and developing, performance management, workplace safety and all other people management practices. Oversees the work of various outside contractors.
- Implements building maintenance plans and preventative maintenance programs to ensure the efficient and safe operation of civic buildings, systems and equipment. Establishes targets and KPIs for maintenance.
- Implements the asset management plan and supports in keeping the asset and facilities equipment inventory up to date.
- Implements energy saving measures as outlined in the Corporate Energy and Emissions Reduction Strategy (CEERS); and develops and implements energy-efficient strategies to achieve the building energy conservation goals and reduce utility costs for civic buildings and properties division.
- Develops and implements site-specific policies, procedures and standards to optimize operational effectiveness and service delivery for all areas of accountability.
- Develops and administers operating and capital budgets, collection and reporting of revenue, long range planning, and contracts for rental or leasing.
- Ensures compliance with all safety regulations and building codes and fire codes. Leads staff to maintain accurate records of all inspections and maintenance activities.
- Works with the IT department to manage building security systems and protocols, including key card access and surveillance systems.
- Develops and maintains community strategic alliances, partnerships, and contracts that share resources and responsibility for delivery of services. Evaluates and measures service delivery.
- Prepares RFP documents and coordinates with purchasing department to select and contract service providers.
- Manages projects such as building HVAC mechanical system, automation control system, plumbing features and automation control systems.
- Investigates and responds to internal and external requests for information, compliance, service issues, disputes and concerns.
- Collaborates with a variety of City departments and external agencies. Liaises with related government and regulatory agencies, and community organizations. Represents the Department at a wide range of Department, City, community meetings or committees.
- Researches and prepares reports and delivers presentations.
- Responds to after-hours calls.

If you have the following characteristics and qualifications, we want to hear from you:

- Completion of a diploma or degree in engineering, facilities management, or a related technical discipline, and significant related experience in managing building operations and maintenance activities and personnel; or an equivalent combination of education and experience.
- Extensive related supervisory experience is required, preferably in a unionized environment.
- Thorough knowledge of the concepts, practices and techniques used in all areas of building systems and maintenance, with experience in HVAC, mechanical, electrical, plumbing, fire system, emergency lighting, and security systems.
- Thorough knowledge of asset management plans, preventative maintenance plans and performance standards and schedules.
- Considerable knowledge of the codes, regulations, and policies involved in the work.
- Considerable knowledge of energy efficiency strategies, programs, and measures.
- Sound knowledge of procurement processes and practices as they relate to define the scope of work, preparing and assessing proposals, preparing and managing contracts with vendors, monitoring vendor performance, and approving vendor payments.
- Sound knowledge of project management principles and practices.
- People leadership skills to manage a team of specialized and support staff.
- Knowledge of municipal functions, operations and relevant legislation, regulations, policies and procedures.
- Communication and interpersonal skills to develop and maintain effective relationships with community groups and service partners.
- Excellent writing skills to develop and update plans, manuals, procedures and other documentation related to the work.
- Ability to use Microsoft Office and facility management software to analyze and report on building performance and budgets.
- Problem-solving and decision-making skills to direct the operations of facilities and allocate resources, and set project priorities.
- Planning and coordination skills to coordinate the delivery of a wide variety of operational services.
- Communication skills to effectively present ideas and concepts to all levels of the organization.
- Facilities management professional designation would be considered an asset.
- Valid B.C. driver's license with a clean driving record is an asset.

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by August 10, 2025.

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada.