

MANAGER, OPERATIONS II (2019-7805)

LOCATION: CF Richmond Center (Richmond, BC)

LINK TO APPLY: [CF Careers – Manager, Operations II](#)

THE CHALLENGE

To provide management for the effective operation of a major Shopping Centre by directing the efforts of a well-qualified Operations Management team in coordinating the activities of internal staff and the services provided by external resources such as architects, consultants, contractors and suppliers in order to ensure the Centre is managed within budget and meets CF standards.

WHAT YOU'LL DO

- Manage the activities of all direct reports to ensure the timely achievement of department goals, within prescribed policies, procedures and standard business practices;
- Provide regular motivation and mentoring to all staff to encourage on going professional development for succession planning purposes.
- Ensure that all preventative maintenance requirements for all mechanical/electrical system and equipment is evaluated/documented and performed;
- Support the management of the overall health and safety program; Ensure the safe and secure operation of the facility, deliver on environmental health and safety compliance requirements and provide resources and guidance to ensure all processes, inspections and employee training are compliant with CF policies and applicable legislation.
- Ensure that all programs related to the overall operation of the Centre are implemented in a timely efficient manner by regularly reviewing the execution of areas such as, but not limited to, preventative maintenance, environmental management, roof maintenance and rehabilitation, Health & Safety, and Marketing to ensure cost effective facility management in compliance with all relevant legislation.
- Develop annual operating budget for all categories of expense and recovery by conducting thorough studies of all previous years' budget, repairs and upgrades and by controlling expenses in helping CF to stay competitive within the market.
- Monitor operational expenses on a monthly basis by reviewing actual performance against budget approving all purchase orders and invoices and conducting a monthly variance analysis to determine reasons for variance and find methods to address the situation in order to ensure expenditures remain within prescribed budgets.
- Ensure property operations are well organized and competently staffed through use of VisionFM, Tender of Contracts, CFHO Human Resources department and effective hiring procedures to ensure the retention of qualified staff to meet customer needs.
- Develop and administer VisionFM schedules for staff and contractors by following appropriate policies and procedures to meet customers needs effectively and efficiently.
- Facilitate and coordinate on-going, open communications with tenants by attending various meetings as required by the tenants to understand and address their operational concerns in order to ensure their needs are being met and the organizations assets are maintained appropriately.
- Respond to after hour's emergency calls by going to the site and taking the necessary actions required to ensure all emergency procedures are followed and the security of personnel and the property is maintained.
- Manage service Contract negotiations
- Provide same day quotation for tenant repairs

WHO YOU ARE

- A strong verbal and written communicator
- Someone with:
 - Strong interpersonal skills

- Excellent mechanical/Electrical abilities
- Excellent analytical and research skills
- A positive attitude
- A proven leader and self starter
- A proven problem solver
- A good decision maker with sound judgment
- Dedicated to your job and profession and willing to respond to emergencies
- Able to work efficiently under pressure with proven skills in implementing and measuring department performance indicators
- A team player
- Organized with the ability to manage multiple tasks and prioritize for completion

WHAT YOU NEED TO SUCCEED

- B.Eng or equivalent
- SMA (BOMA) or Building Environmental Systems I
- CFM (Certified Facilities Manager) certification is an asset
- Enrollment in FMA or RPA or Shopping Centres Managers Course or equivalent
- Minimum 10 years experience in Physical Operations management with at least 7 years supervisory/management experience preferably in a mixed use environment
- Thorough knowledge of: general maintenance procedures, budgeting principles, electrical and practical theory, new technologies, HVAC, electrical/mechanical systems, management principles, budgeting principles
- Recent experience managing in a unionized environment including solid understanding of collective bargaining.
- Excellent knowledge Building Automation Systems (Johnson Controls), and Preventative Maintenance software
- General Functional Knowledge of Environmental Hazards and Green (LEEDS) Initiatives

Why you should join us:

At Cadillac Fairview we have been transforming communities for over 50 years. We are so much more than our properties. We are building leaders at all levels. We offer the challenge of interesting work, a great organizational culture, the opportunity to collaborate with the best in the business, and support for your growth and Development. We reward values-based behavior and superior results with a competitive rewards package that includes best-in-class benefits and pension. Imagine a place where you can make a difference!

At CF our everyday actions and critical business decisions are guided by our CF Values. Achieving results is naturally important for us and we achieve results through behaviours that are consistent with our CF Values.

Are you someone who believes in our values?

- Aim Higher – we strive to exceed expectations
- Own Your Expertise – we empower ourselves and each other
- Collaborate Effectively – we bring the right people together to get the right results
- Engage with Empathy – we objectively consider the needs of others
- Embrace Change – we drive, learn from, and adapt to change

At CF you'll join a diverse community and award-winning team where your talent and commitment to excellence are welcomed, valued and respected. We're ready to meet you there – are you?

CF is an equal opportunity employer and is committed to creating a diverse and inclusive environment. If you need accommodation during the recruitment, assessment, and/or selection process, please notify your CF contact or email cfcareers@cadillacfairview.com.

If you are looking for an exciting opportunity and to build a career in an innovative and industry leading organization, submit your resume by clicking on [Apply Now](#). We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.