



Southwest Ontario
Aboriginal Health
Access Centre

FT Facilities & Operations Manager

Status:	Full-time, permanent
Location:	London, ON
Hours:	35 hours/week
Paid Time Off:	3 weeks of vacation, plus sick days, spiritual/cultural leave, birthday
Benefits:	Comprehensive health, dental and more
Pension:	HOOPP (defined benefit plan)
Posting Date:	February 1, 2024
Deadline:	Open until filled

Southwest Ontario Aboriginal Health Access Centre (SOAHAC) is a diverse, dynamic, multiservice Indigenous health and wellness agency. We strive to provide quality, wholistic health services by sharing and promoting traditional and western health practices to enable people to live in a more balanced state of well-being. SOAHAC provides services to Indigenous people including those who live on and off reserve, status, non-status, Inuit, and Metis within the Southwest, Waterloo Wellington and Erie St Clair regions. SOAHAC has a mandate of ensuring that health services are accessible, of high quality, and are culturally appropriate. It is SOAHAC's objective to build health care capacity within Indigenous communities. Currently, we are seeking the services of a **Facilities & Operations Manager** to join our interdisciplinary staff team to work at our **London Site**.

Reporting to the Director, Finance and Operations, the **Facilities & Operations Manager** is responsible for safe, efficient, and effective operation of SOAHAC's facilities and vehicles (i.e., non-medical assets, including some technology). The **Facilities & Operations Manager** works in collaboration with site managers, the Joint Health and Safety Committees, and leadership daily, and is responsible for supervision of employed maintenance workers and various contractors. General responsibilities include managing buildings and related systems, overseeing repairs and maintenance, managing systems and services, procurement, asset management, and vehicle management. This role coordinates day-to-day operations and maintenance of all SOAHAC facilities in accordance with all SOAHAC policies, best practices, and procedures. The Facilities & Operations Manager is a highly organized and detail-orientated individual who holds a key role in ensuring a safe, functional, and well-maintained working environment for our employees.

Requirements

- Post-secondary education in Buildings or Facilities Management, or a related field, or experience and working knowledge within the same.
- 5+ years of experience in facilities management or a related field are preferred.
- Strong communications and interpersonal skills with effective conflict resolution skills.
- Knowledge of building systems (e.g., HVAC, elevators, plumbing, electrical, etc.)
- Knowledge of a variety of systems, including BMS, EMS, access controls, and video surveillance systems
- Ability to complete labor-intensive tasks.
- Ability to leverage technology for improved efficiency in facilities and vehicles operations.
- Experience leading and managing a diverse team of facilities and operations professionals.
- Ability to motivate and inspire team members.
- Excellent time management and multitasking skills.

- Basic understanding of accounting and finance principles.
- Experience planning and maintaining facility budgets.
- Excellent verbal and written communication skills.
- Ability to delegate tasks and ensure successful completion of delegated items.
- Contract management experience.
- Strong attention to detail.
- Strong project management skills.
- Travel within London and area, as well as SOAHAC sites will be required
- Valid Ontario Driver's "G" license; clean driver's abstract, as well as proof of personal auto insurance (must be insured a minimum of 3 years and in good standing)
- Willingness to participate in Indigenous Cultural Safety Training, teachings and ceremonies.
- Clean and current police check as a condition of employment
- Up to date immunizations and records

Responsibilities

- Develop and implement a preventive maintenance program to ensure the ongoing functionality of all facilities.
- Coordinate and oversee repairs and renovations, working closely with contractors and maintenance personnel.
- To oversee efficient and timely building and equipment maintenance at all SOAHAC sites, including but not limited to scheduling and coordinating preventative and urgent maintenance tasks, reacting to maintenance emergencies, testing building security systems, regularly performing equipment maintenance inspections (e.g., in accordance with equipment specifications and insurance requirements), documenting processes, and keeping appropriate maintenance records.
- Manage and optimize Building Management Systems (BMS) and Controls, including Equipment Management Systems (EMS).
- Manage and optimize physical components and equipment related to HVAC, lighting, fire, security, etc..
- Manage and optimize building services, including cleaning, security, and other essential functions.
- Collaborate with service providers and vendors to ensure high-quality service delivery.
- Develop and implement sustainability initiatives to reduce the environmental impact of facility operations.
- Evaluate and recommend energy-efficient technologies and practices.
- Collaborate with Managers to optimize office space utilization and layout.
- Plan for future expansion and ensure efficient use of available space.
- Manage the company's vehicle fleet, including maintenance, scheduling, and tracking.
- Ensure compliance with safety regulations and coordinate repairs and inspections.
- Audit employee compliance with use of vehicle policies and procedures.
- Oversee the procurement process, including quoting, sales agreements, and trade-ins for building and vehicle supplies, equipment, and services.
- Develop and maintain strong relationships with vendors and assist in contract negotiations to ensure cost-effective solutions under the supervision of the Director, Finance & Operations.
- As required, ensure optimal pricing, products, services, and RFPs (as needed).
- Engage with Managers and Directors for current/ongoing site-specific needs.
- Work with Coordinators and Managers to identify and secure standardized vendors for the organization including but not limited to vendors for: furniture; office supplies; office equipment; all service contractors; site supplies; snow removal; lawn care; and the like.
- Efficiently and effectively coordinate equipment and supply needs for the organization. This includes coordinating ordering of year end equipment as directed or approved (e.g., IT, furniture, telecommunications, appliances, office equipment and supplies, and climate control) and ensuring financial approvals for organizational needs review.
- Maintain an accurate inventory of company assets, including equipment, vehicles, furniture and fixtures.

- Implement effective tracking systems to monitor the location and condition of assets.
- Collaborate with relevant vendors and personnel to ensure projects meet organizational objectives.
- Site Renovations – as assigned, including but not limited to obtaining quotes, working with renovation contractors, architects, engineers, etc. from start to completion, including setting up sites with any special projects as Identified by the Director of Finance and Operations or the CEO.
- Assist in identifying necessary repairs, renovations, and as applicable capital expansions.
- Work positively and effectively with staff across the organization (i.e., at all levels) and with external vendors, suppliers, and service providers on behalf of **Director, Finance & Operations** as required to successfully fulfill accountabilities.
- Consult with SOAHAC's managed service provider for information technology as assigned on issues at sites related to service disruptions, and service provider issues.
- Serve as point of contact for all facility related inquiries.
- Work with the Managed Service Provider for IT infrastructure as assigned, including assisting with the review and updating of all annual contracts and documentation. This may include assisting with upgrades to SOAHAC's systems, equipment, and software programs.
- Positively work with all SOAHAC sites to identify needs for repairs, maintenance, new renovations, and the like.
- Engage in timely site visits to manage renovations, major repairs, and other projects based on operational needs.
- As needed, act in place of the site coordinator as the contact person for and coordinate the work of any outside contractors as assigned.
- Support compliance with health and safety regulations and standards.
- Conduct regular safety audits and implement corrective actions as needed.
- Attend and/or coordinate timely, regular building safety and security inspections at all SOAHAC sites to ensure a healthy, safe, and efficient environment, properly maintained, and in compliance with all insurance and legal obligations (e.g., Ontario Building Code and Occupational Health and Safety Act (OHSA), and provide timely reports of results.
- Stay updated on relevant industry regulations and ensure facilities adhere to all applicable codes and standards.
- Work with legal and regulatory teams to address compliance issues
- Develop and maintain emergency response plans for facilities.
- Participate and attend drills and training sessions to ensure staff are prepared for emergencies.
- Participate and lead in preparation for emergencies, including but not limited to assisting with creating building evacuation and other action plans and procedures for promoting safety within SOAHAC's buildings.
- Manage the facilities budget, ensuring cost-effectiveness and financial efficiency.
- Monitor expenses, identify cost-saving opportunities, and report on budget performance.
- Effectively monitor facilities management budget spending to ensure that all expenditures are within budget guidelines and to provide ongoing reports.
- Identify opportunities for process improvement and innovation in facilities management.
- Implement best practices to enhance operational efficiency.
- Make recommendations for the updating, reviewing, and/or implementing of new procurement policies, best practices, and standard operating procedures to the Director, Finance & Operations.
- Coordinate event set-ups and logistics (as needed).

This job may require additional responsibilities and duties as assigned by Southwest Ontario Aboriginal Health Access Centre.

SOAHAC values diversity and is an equal opportunity employer; however, hiring preference will be given to qualified Indigenous applicants. SOAHAC is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources.

If you are interested in applying for this position, please forward your cover letter and resume to:

Email: careers@soahac.on.ca

Subject line: **Facilities & Operations Manager, London**

Or mail to: **Human Resources
Southwest Ontario Aboriginal Health Access Centre
493 Dundas Street,
London, ON N6B 3E1**

*Please visit **Southwest Ontario Aboriginal Health Access Centre** online at: www.soahac.on.ca or like us on www.facebook.com/soahac to learn more about us!*

We thank all those for applying but only those selected for an interview will be contacted.