

INTERNAL/EXTERNAL

Job Title:	Manager, Property Services
Status:	Permanent, Full-Time, Non-Bargaining Unit
Hours:	37.5 hours per week
Reports to:	Senior Manager, Property Services
Posting Date:	2021-11-22
Application Deadline:	2021-12-17
Primary Location:	All Fred Victor Sites (145 Queen St E)

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 125 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org.

Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Summary of the Job:

The Manager, Property Services is responsible for the day to day property management of Fred Victor Centre owned and managed properties, as assigned. The primary focus is to ensure the proper maintenance and repair of FVC properties while interacting positively with staff, community, tenants and volunteers.

The Manager is also responsible for the supervision of maintenance staff, coordination of vendors and contractors, prioritization and delegation of work orders, ordering materials and supplies and responding to all forms of building emergencies.

The Manager will develop and maintain appropriate property management, preventative maintenance and maintenance operations systems and processes. The Manager will also prepare property budgets for their portfolio.

Responsibilities:

Portfolio Property Management

- Ensure all building systems and equipment are functioning at acceptable prescribed levels for all FVC sites.
- In consultation with the Director, ensure that preventative maintenance, corrective maintenance and other service contracts for FVC facilities are in place and complied with.
- Maintain facilities in accordance with health and safety legislation, the Ontario Building Code, the Fire Code, municipal bylaws and any other applicable codes and legislation.
- Act as liaison for vendors (electrical, mechanical, public utilities, etc.) landlords and property management companies.

- Evaluate the performance of vendors and if necessary terminate contracts of under-performing vendors.
- Conduct monthly and semi-annual building inspections.
- Oversee capital repair and replacement projects according to the capital reserve plan.
- Ensure all required permits and licenses are obtained and up to date.
- Prepare scopes of work and tenders, and obtain quotes and proposals for required work in compliance with best practice and FV procurement process.
- Act as the primary point of contact with the Toronto Fire Department, City of Toronto Building Department, Ontario Ministry of Labour and other officials that may be in contact with FVC concerning assigned portfolio.
- Maintain and monitor a database and/or filing system of work orders, property maintenance records, equipment inventories and other facility management records.
- Initiate and help to maintain “green” facility management practices.
- Provide back up and assist property services staff as required.
- Share on-call duties.
- Consult with stakeholders regularly to encourage a collaborative environment and to solicit feedback on performance.
- Participate in organizational committees and forums as required.
- Other duties as negotiated with the Director.

Financial Management

- Make purchases in accordance with budget, spending limit and FVC procurement policy.
- Process AP's for assigned portfolio.
- Prepare and monitor operating and maintenance budgets for FVC owned and managed properties.
- Develop annual capital replacement budgets.

Human Resources and Supervision

- In conjunction with the Director, ensures the recruitment and training of property services staff in accordance with FVC human resources policies and procedures.
- Conduct regular staff meetings with portfolio Property Services staff.
- Plan and monitor staff work schedules.
- Ensure all FVC policies and procedures, funder requirements and government regulations are adhered to as they relate to the property maintenance and other department staff.
- Conduct probationary and annual performance evaluations for portfolio assigned staff.
- File incident reports and WSIB reports as and when required.

Administration

- Prepare monthly reports and annual unit inspection reports and others as required by the Director
- Maintain accurate and up-to-date e-filing for contracts, leases, reports, building components, and any other information related to the function of the position and department as it relates to the portfolio.

Qualifications:

- Degree, diploma or certificate in Property Management, Facilities Management or Building Sciences from a recognized post secondary program or a secondary school diploma and equivalent experience.
- Knowledge of property management theory and concepts.
- Minimum of five years' experience in property or facilities management in a not-for-profit setting.
- Ability to work independently; take initiative, and respond to emergencies.
- Strong organizational skills, ability to work in a busy environment, multi-task and prioritize.
- Knowledge of government housing programs and related legislation such as the Housing Services Act, Residential Tenancies Act, Ontario Fire Code and the Ontario Building Code.
- WHIMS Certification; First Aid; OH&S Supervisor training.
- Applied technical knowledge of building maintenance, construction, life safety systems, HVAC and elevator maintenance.
- Five years' supervisory experience.
- Ability to develop and adhere to budgets.
- Experience working in a community setting; understanding the issues of homelessness, poverty and discrimination and how these issues affect the lives of people living in poverty.
- A working knowledge of computer assisted facility management (CAFM) systems.
- Ability to use Microsoft Office® applications effectively.
- Exceptional interpersonal skills in order to develop and maintain effective relationships with tenants, community members, staff, volunteers, contractors, suppliers, and other organizations and regulatory bodies.
- Excellent written and oral communication skills.
- Drivers License Class G.

Working Conditions:

Staff will have their own office however; they may be expected to travel to other FVC, depending upon portfolio assignment.

Regular exposure to unpleasant odors and unhygienic situations. Staff must adhere to safety procedures and protocols.

Exposure to Fred Victor Centre tenant and service users in crisis.

Staff will be expected to keep regular office hours; however, there may be situations where flexibility of the work schedule will be required. There may be some evening, early morning and weekend hours, due to participation in on-call rotation.

This work requires commitment and adherence to values, goals, policies and guidelines of Fred Victor

Application:

Please submit a letter and resume detailing how you meet the job requirements by 2021-12-17 at 5pm to:

Karel Gopaulchand
kgopaulchand@fredvictor.org
Director of Property Services

Applicants, please quote “Property Services Manager – Property Services” in the subject line

NO PHONE CALLS OR FAXES.

Proof of Covid-19 Vaccinations and a Police Record Check are required by the final candidate(s) prior to hiring.

All Internal and External job applicants must declare their vaccination status in their job applications— whether they have been fully or partially vaccinated. All candidates offered a position with Fred Victor Centre from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor Centre will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.