



Who We Are

We are a diversified real estate development and management company. We own and manage over 4 million square feet of leasable area, including 52 properties. We strive to be the Property Owner of Choice in our markets by providing outstanding customer care and dependable, high-quality service to our clients.

We Are Looking For

An Operations Manager dedicated to leading a team and playing a key role in the success of our commercial operations division within the Edmonton area. This position oversees an operations team, providing guidance and mentorship to building operators, ensuring the sites are maintained to the highest standards of quality through customer care, preventative maintenance programs, and capital planning.

This is a full-time, permanent position that reports to the General Manager and is an integral member of our Properties Team.

What You'll Do

- Lead, coach, and mentor the building operations team to create a high-performance environment; ensure job duties are performed by working with the Senior Building Operator and Operations Coordinator to provide proper coverage, training, and performance evaluations.
- Achieve customer service targets by guiding the team to respond to and complete tenant work orders within expected timelines, maintaining a 100% success rate and upholding our "Gold" service standard.
- Manage the work order process, ensuring it runs smoothly and intervening as needed to achieve customer satisfaction.
- Develop and manage the operating budget and participate in the creation of property operating budgets with Senior Management and Property Managers.
- Manage service contracts by collaborating with the property management team to tender mechanical and other service contracts, conducting site inspections, and ensuring all work meets specifications.
- Lead the planning of capital expense plans based on property assessments, proposing long-term plans in collaboration with the Properties Team. Ensure accurate pricing and scope for budget cycles, and assist with design, tendering, and awarding relevant capital projects.
- Develop and manage the preventative maintenance program in collaboration with the Senior Building Operator, ensuring all tasks are completed as scheduled.
- Conduct regular site inspections to identify deficiencies and coordinate necessary repairs or replacements, such as damage or graffiti, with the Senior Building Operator.

- Review work completed by vendors, track overall performance, and manage relationships with existing vendors, while seeking out new, qualified vendors for competitive tendering.
- Collaborate with Property Managers to provide tenant services and assist building operators with tenant questions, concerns, and emergencies (e.g., HVAC issues, mechanical/plumbing/electrical problems, floods, property damage).
- Support and maintain the Health and Safety program with the Operations Coordinator, ensuring compliance with current OH&S standards.
- Achieve sustainability targets by implementing best practices to optimize building equipment performance and conducting energy audits.
- Review and approve tenant improvement designs to ensure they meet building code requirements.

About You

- You hold a valid 4th Class Power Engineering Certificate.
- You have a minimum of five years of relevant experience in building operations, with an emphasis on managing HVAC systems and commercial properties.
- You have strong leadership skills and experience managing teams.
- You possess working knowledge of:
 - HVAC, building automation, mechanical, electrical, plumbing, fire alarm, sprinkler systems, generators, and elevators.
 - Occupational Health & Safety procedures and legislation.
 - Reading and interpreting building plans, blueprints, and building automation systems.
- You are a proactive problem solver, self-motivated, and highly organized.
- You thrive under pressure while maintaining a sense of urgency.
- You hold a valid Alberta Driver's License.
- You are proficient in basic computer skills, including Microsoft Office Suite.

Extra Points For

- Experience with Yardi, MRI Angus, Site Docs.
- Familiarity with BMS, DDC, and Metasys automation systems.

Where People Want to Work

If you are passionate about building operations and outstanding customer service and you meet or exceed our qualifications, please submit your resume to careers@melcor.ca quoting "Operations Manager" in the subject line.

Your submission will be reviewed carefully, however only those selected for an interview will be contacted.

Melcor is an equal opportunity employer that is committed to the principle of diversity and looks forward to receiving applications from a wide range of people.