



## Building Operator – Ottawa

The Building Operator ensures that the day-to-day operations of all properties in the portfolio are managed and maintained in a safe and environmentally responsible manner to the highest level of operational efficiency. This position performs preventative, demand and corrective maintenance of mechanical operating equipment, building systems, building envelope and grounds as well as liaises and addresses tenant issues and concerns.

### Your Responsibilities:

- Establish with the Commercial Property Manager a regular schedule of visits to each property to monitor the activities of tenants, landlord contractors, inspect the ongoing operation of building systems (HVAC, life safety, security, plumbing), observe the general appearance of the building common areas (interior and exterior), making note of irregularities, vandalism, damage, garbage, deficiencies, etc. and taking the appropriate corrective action.
- Review, monitor and inspect all building functions including mechanical and electrical areas and provide direction to trades in maintaining first class standards of building operations and services. Tasks include decisions for various operational modes, equipment logs, inspections, chemical tests, filter changes and temperature concerns.
- Periodically tour clients, investors, and consultants through the portfolio.
- Become familiar with the maintenance clauses in the Leases in order to be able to distinguish between Tenant and Landlord responsibilities for repairs.
- Schedule site visits (and follow up visits as needed) to the appropriate properties at the relevant time of year with landscapers, snowplows' contractors, HVAC companies, security companies for the purpose of reviewing their work, documenting deficiencies or incomplete work, and obtain pricing for work outside the contract. Provide access to the properties to landlord consultants, real estate brokers, and other persons as directed from time to time by the Commercial Property Manager.
- Respond to maintenance and repair requests from the Commercial Property Manager or tenants in a timely fashion either, directly or through company approved contractors and ensure that all work is properly authorized, supervised and completed properly at the quoted cost provided. Establish effective working relationships with each tenant by regular site visits and prompt follow-up to inquiries, questions, and complaints.
- Periodically review all service contracts, and agreements in force to ensure the best practices and value are being achieved. Recommend changes (to the Commercial Property Manager) to contract terms or obtaining competitive quotes from other contractors.
- Assist the Commercial Property Manager with major work projects approved for each property (paving, roofing, capital replacement, leasehold construction, etc.) by developing scope of work criteria, obtaining prices from contractors, supervising work on behalf of the landlord.



- Review all invoices and PO's relevant to the position to verify pricing and the work, service, or material that has been performed or received. Respond to the Commercial Property Manager request to help explain variances in actual expenses vs. budget.
- Assist in the annual preparation of an expenditure budget for each property by completing a property inspection and deficiency report for each property detailing all required work needed for the coming year and obtaining prices for work supplies or services. Assist in keeping the overall expenditures within the approved final budgets by regular review of costs with the Commercial Property Manager.
- Actively participate in the after-hours on-call rotation as required.
- Deliver memos and notices to tenants or assist with special tasks such as lease termination, tenant move out, move in inspections, parking lot control as needed.
- Complete all tasks in a timely manner and to the standards and policies of the company and within the framework of an annual budget and strategic objectives established for each property.
- Ensure adherence to WHMIS, Health & Safety programs, and other operational directives as well as attend after hours building emergencies.
- Follow energy management practices for lighting and HVAC and seek to identify areas for improvement.
- Where required, perform chemical tests on building water systems - including chilled water back up, base building and tenant generators.
- Prepare and submit reports based on operations as may be required, including weekly/monthly building inspection reports.
- Ensure compliance with Epic policies and procedures including participation in on-going job-related training.
- Uphold all Epic values in tasks and duties completed and act with PRIDE. Maintain professionalism, respectfulness, integrity, drive and efficiency throughout all interactions and decision-making duties.
- All other duties as required.

## Qualifications

### Job Specific - Technical

- Working knowledge of building management gained through experience in a similar position including a direct involvement and understanding of HVAC, fire protection and security systems, life safety systems, plumbing, pumps, motors, roofs, leasehold construction.
- Ability to perform basic electrical, plumbing, and locksmith work.
- Proven relevant mechanical/electrical aptitude and trouble-shooting skills.
- Ability to read architectural drawings and blueprints, as applied to technical areas.
- Knowledge of Regional policies, procedures, and standards; industry standards; municipal by-laws; local



utilities' standards; American Society of Heating, Refrigeration, and Air Conditioning Engineers standards; as well as Provincial legislation, including fire codes, building codes, the Occupational Health and Safety Act, the Ontario Gas Utilization Code, and the Boiler and Pressure Vessels Safety Devices Act.

- Interpersonal – Ability to:
- Be a team player with strong customer service skills.
- Demonstrate pride in workmanship and ownership of property.
- Prioritize and schedule all work to meet deadlines.
- Establish a sense of urgency.
- Work independently with minimal supervision.
- Show a willingness to advance knowledge and experience through educational studies.
- Be flexible in taking on various duties on a day-to-day basis.

#### **Language**

- Excellent communication skills and effective English speaking and writing skills.
- Ability to read and interpret documents as well as write routine reports and correspondence.
- Ability to exchange information concerning maintenance needs verbally with building occupants daily.

#### **Mathematical**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

#### **Computer**

- Basic to intermediate PC skills (Word, Excel, email/web)
- Familiar with and able to use smart phone technology effectively.

#### **Health & Safety**

- Experienced in safe work practices as per the Occupational Health and Safety Act.
- Working knowledge of WHMIS legislation and how to make proper use of protective equipment and information supplied to the property.

#### ***Education and Experience (Include any certificates, licenses, registrations that may be required)***

- Minimum 5 years' experience in the operation of HVAC equipment, BAS, and FAS.
- Experience in organizing, directing and supervising the work of contracted labour and services.
- Valid driver's license with satisfactory driving record, reliable vehicle and automobile insurance required. Bondable.
- One-year post-secondary education in an applicable trade or equivalent is required.
- Building Environmental Systems Certification (Class I & II) BOMI, SMT or SMA an asset.

#### **Physical Requirements:**

- Attention to detail, heavy visual concentration, and manual dexterity are required 80% of the time when performing inspections and working around operating equipment, as well as when using a computer.
- The employee must occasionally lift up to 50 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.



- Employees are also required to bend, push and pull as well as go up and down stairs.

**Work Environment:**

- May be exposed to excessive heat, cold, noise, dust, dirt, asbestos, lead, PCBs, CFCs, water treatment chemicals, gases, confined spaces, hazards from mechanical operating equipment, and extreme weather conditions.
- The employee is occasionally exposed to risk of electrical shock if proper lock out procedure is not followed.
- The employee must work outside in all different weather conditions including extreme cold and extreme heat.

**Tool Requirements:**

- Company tools and equipment will be provided to the employee for use in the course of their work (specific items to be decided upon and added to in consultation with their supervisor).

## About Epic Investment Services

Epic is a fully integrated real estate management platform providing asset, investment, and property management services to institutional, wealth managers and high-net worth investors. Headquartered in Toronto, Canada, Epic has over \$13 billion in assets under management across Canada and the U.S. comprised of 22 million square feet of office, retail, industrial and multi-family residential properties.

## How to Apply:

Qualified applicants may e-mail their cover letter and current resume to [careers@epicis.com](mailto:careers@epicis.com) indicating "**Building Operator – Ottawa**" in the subject line.

Epic Investment Services is committed to diversity, equity, inclusion, and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to ethnicity, age, religion, race, gender identity, physical ability, or sexual orientation, or any other elements protected by law. Epic Investment Services is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment. For all internal and external applicants who require accommodation in the recruitment and selection process, please contact [akumbaro@epicis.com](mailto:akumbaro@epicis.com) for assistance/support.

We sincerely appreciate the interest of all applicants, however only those selected for an interview will be contacted. ***No telephone calls or Agencies please.***

**Visit our website at [www.epicinvestmentservices.com](http://www.epicinvestmentservices.com) for further company details.**