Regional Operations Manager - GTA

About Epic Investment Services

At Epic Investment Services, we're shaping meaningful careers in real estate by creating opportunities for growth, innovation, and development. Our EPIC values - Execute, Partner, Initiate, Challenge - guide how we collaborate, innovate, and support each other and our clients. Through our "Always On" promise, we think like owners, act with accountability, and care deeply about the communities we serve.

When you join Epic, you're empowered to do the best work of your career in a culture that truly invests in you. We lead with a people-first mindset: one that celebrates wins, supports growth, and encourages every team member to bring their full potential to the table. Recognized as a Certified Great Place to Work® for two consecutive years, we're cultivating an environment where excellence is supported and contributions are valued. We take a home-grown approach to career development, investing in our people through comprehensive benefits, continuous learning, and opportunities that open doors to new responsibilities and leadership paths.

Epic is a fully integrated real estate management platform, where we deliver asset, investment, and property management services to institutional investors, wealth managers, and high-net-worth clients across North America. Headquartered in Toronto, Epic manages over $14 billion in assets across Canada and the U.S., encompassing more than 26 million square feet of office, retail, industrial, and multi-family residential properties. As we continue to grow, so do the opportunities for our people—come build what's next with Epic.

About the Role

Reporting to the Vice President, Real Estate Management, and located in the GTA, ON, the Regional Operations Manager is responsible for managing operations and leading in the areas of base building systems, facilities, equipment, and building maintenance. The Regional Operations Manager will work with the property management teams across a portfolio of approximately 4 million square feet of commercial office and industrial assets.

Your Responsibilities:

- **Leadership:** Lead, develop, and mentor operations teams to achieve departmental objectives, and maintain safe, efficient, and compliant property operations. Provide coaching, mentoring, and professional development opportunities to support employee growth and succession planning. Promote a safe work environment through Epic's health and safety program and ensure safe and secure operations across the portfolio.
- **Building Operations:** Oversee all building systems, maintenance programs, life safety requirements, security, emergency preparedness, and site operations to ensure operational excellence and regulatory compliance across the portfolio. Ensure effective after-hours coverage and emergency response protocols are understood and executed to protect people, property, and business operations.
- **Service Contracts:** Procure, negotiate, and manage service contracts and vendor relationships to ensure reliable building performance, cost effectiveness, and adherence to operational standards. Partner with property management teams to ensure properties are maintained and operated in accordance with landlord requirements and industry best practices.
- **Capital Projects & Improvements:** Lead capital projects, building improvements, and tenant construction activities from planning through completion, ensuring projects are delivered safely,

on schedule, within budget, and in accordance with company policies. Work closely with property management team to ensure project delivery while minimizing disruption to tenants and operations.

- **Continuous Improvement & Sustainability:** Monitor operational performance, asset condition, energy consumption, and key metrics to identify opportunities for efficiency, sustainability, service enhancement, and continuous improvement.
- **Stakeholder Management:** Build and maintain strong relationships with tenants, contractors, government authorities, service providers, customers, and internal partners to support operational and business objectives.
- **Financial Management:** Support the development and execution of operating and capital budgets, including forecasting, evaluating expenditures, and ensuring effective cost control.
- **Other Duties:** Perform additional responsibilities and special projects as assigned.

Requirements:

- Minimum 7 years of relevant commercial building maintenance experience
- Working knowledge of MS Office applications
- Excellent interpersonal and communication skills
- Excellent organizational skills
- Strong team building and management skills
- Certification in one of the core building operations systems (e.g. HVAC, Boiler etc.) is an asset
- Solid knowledge of OHS, WHMIS, OBC, NBC, NFC is a requirement
- Experience managing projects is a requirement
- MUST HAVE VEHICLE AND VALID DRIVERS LICENSE

Expected Compensation Range:

The expected annual base salary range for this position is $80,000 – $120,000CAD. The actual salary offered will depend on a variety of factors, including the candidate's experience, education, skills, and market conditions, while ensuring internal equity. In addition to base salary, Epic offers a competitive total rewards package that may include discretionary performance-based incentives, comprehensive extended group benefits, retirement savings programs, and paid time off.

How to Apply:

Qualified applicants may e-mail their cover letter and current resume to careers@epicis.com indicating **"Regional Operations Manager - GTA"** 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 accessibility.request@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 for further company details.