Operations Supervisor - Edmonton

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 Director, Operations and located in Edmonton, Alberta, the Operations Supervisor is responsible for the overseeing the Building Operators on the safe, efficient operation and maintenance of the properties. Responsibilities include site inspections, enforcing service contracts, recommendations for budgeting and future planning, and preventative maintenance programs. The successful candidate will be strong in communication, troubleshooting and effective responses to tenant and user groups issues.

Your Responsibilities:

- Ensure that the heating, ventilating, power, life safety and other mechanical equipment are operating effectively and efficiently.
- Oversight of staff on assigned corrective maintenance and preventative maintenance work orders to ensure they are completed properly.
- Oversight of preventative maintenance system schedules, tasks, equipment, and related maintenance schedules.
- Oversee operations related service contracts, provide recommendations on renewals, changes, and new contracts, as required.
- Assign, supervise and train employees as well as oversee trade & contractor specialists.
- Ensure high quality of service is provided to employees and tenants.
- Operate, maintain and provide inspections of the physical plant and zoned heating, cooling and ventilating equipment, ensuring efficient and safe operation of all HVAC related equipment throughout the complex in the interest of desired objectives and operating techniques (ie ensuring a high standard of physical plant operating and cleanliness).

- Assist the Property Manager(s) in preparing annual expense budget and monitor the performance to budget during the year. Administer cost control programs and help prepare estimates for approval.
- Develop and initiate programs to improve the physical operation of the assets.
- Oversee major construction and capital projects.
- Oversee tenant improvement projects.
- Oversee the management of staff scheduling, on-call scheduled, and vacation coverage.
- Provide periodic emergency call-back services and support after hours and on weekends. Fill in on shifts in case of vacation or illness, also may be required to fill in on the on-call schedule.
- Strong understanding of sustainability measures.
- Ensure adherence to Health and Safety Policies, Programs, and Procedures for staff.
- Other duties as assigned.

Requirements:

- 8+ years experience in building repairs/operations.
- 2+ years of supervisory/management experience preferred.
- Must possess a power engineering certificate (5^{th} Class Minimum)
- Excellent interpersonal and verbal / written communication skills.
- Must be alert and perceptive and able to resolve problems / emergencies.
- Strong requirement for attention to detail on tasks.
- Good project management skills.
- Experience with state-of-the-art Building Automation Systems.

Additional:

- Able to work rotating flexible on-call shifts.
- Access to personal vehicle, valid driver's license and clean drivers abstract.

How to Apply:

Qualified applicants may e-mail their cover letter and current resume to careers@epicis.com indicating **“Operations Supervisor - Edmonton”** 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