



JOB POSTING BUILDING OPERATIONS MANAGER

Our Vision

*The Native Canadian Centre of Toronto is dedicated
to helping all of our relations on their journey*

The Native Canadian Centre of Toronto (NCCT) is a non-profit, charitable organization located in the heart of downtown Toronto. The NCCT offers a wide range of Indigenous programs and services based on Indigenous cultural traditions and teachings.

I Job Title: Building Operations Manager

II Employment Term & Work Hours:

- Permanent Full-Time
- Compensation is commensurate with experience and education
- 40 Hours Per Week (Monday-Friday), occasional overtime

III Department: Operations

IV Direct Report: Executive Director

V Position Summary:

The Building Operations Manager is responsible for preventative and emergency maintenance at the Native Canadian Centre of Toronto (NCCT). The position is responsible for the management of NCCT property including janitorial, groundskeeping, security, preparing leased spaces for new occupants, supervising and carrying out upgrades to the offices and property. Also expected is the provision of support to NCCT programs and services to ensure all applicable codes, standards and policies are met and adhered to.

VI Duties and Responsibilities:

Facility Maintenance & Operations

- Perform and oversee preventive and corrective maintenance of NCCT's buildings, systems, equipment, and furnishings. This includes:
 - Mechanical Equipment: Make-up air units, rooftop units, chillers, fan coils, heat pumps, sump pumps, boilers, water supply equipment, door operators, compactors, exhaust fans, etc.
 - Appliances: Refrigerators, stoves, ovens, vacuums, buffers, etc.
 - Plumbing Systems: Toilets, sinks, valves, shut-offs, pipes, pumps, etc.
 - Carpentry Work: Doors, countertops, cupboards, closets, windows, walls, flooring, drywall, painting, etc.
 - Security Components: Keys, locks, door hardware, security systems, etc.
- Schedule and oversee inspections for building systems, including HVAC, electrical, plumbing, structural integrity, life safety, and security.
- Ensure timely and accurate reporting of maintenance, and security issues to management and contractors.
- Develop and implement formal service level agreements (SLAs) to ensure consistent maintenance and repair standards.
- Operate various construction tools and equipment as needed, including multi-testers, amp probes, and power tools.



- Work closely with external contractors to facilitate repairs, renovations, and emergency responses.
- Recommend facility improvements to enhance efficiency, safety, and sustainability.

Supervision & Coordination

- Supervise and support maintenance staff to ensure cleanliness and maintenance standards are met.
- Coordinate and oversee security operations, including security systems, on-site presence, and addressing any arising concerns
- Supervise and support conference and event rentals, ensuring proper logistical planning and execution.
- Manage capital projects in building infrastructure, facilities, and equipment, including elevator maintenance, roof repairs, HVAC replacement, fire system upgrades, energy efficiency improvements, building expansion/renovation, security system enhancements, grounds resurfacing, and other approved projects.
 - Identify and conduct needs assessments.
 - Evaluate budgets, work with approved grants, and apply for rebates.
 - Research and select the best materials for longevity and efficiency.
 - Research, select, and manage contractors throughout the project lifecycle.
 - Manage costs, including invoice preparation and budget tracking.
 - Oversee contractor services, follow up on concerns, and troubleshoot issues as needed.
- Manage lease agreements and coordinate building requirements for lessees, including:
 - Ensuring compliance with lease terms, such as insurance and maintenance responsibilities.
 - Coordinating facility access, utilities, and space modifications as needed, in accordance with municipal, provincial, and federal requirements.
 - Addressing concerns and maintaining open communication with lessees.
- Manage NCCT vehicle maintenance, including scheduling regular servicing, handling insurance matters, and processing accident claims.
- Manage the setup, relocation, and maintenance of office and program equipment and furniture.
- Work with the Finance team to ensure proper documentation and reporting of bi-weekly timesheets, invoices, receipts, claims, and funder reporting.
- Work with the HR team on departmental staffing, including interviews, selection, job training, and performance management when needed.

Health, Safety & Compliance

- Ensure compliance with local, provincial, and federal health and safety guidelines and building codes.
- Respond to emergencies 24/7, including urgent facility repairs or security concerns.
- Maintain NCCT's response plan in alignment with evolving health regulations and emergency protocols.

Cultural & Organizational Engagement

- Demonstrate a commitment to learning and integrating Indigenous language, culture, and traditions into daily operations.
- Foster a safe, inclusive, and respectful environment for NCCT staff, tenants, and visitors.



VII QUALIFICATIONS:

- Post-secondary education in Building Systems, HVAC, Mechanical Engineering, or a related field.
- 5 or more years of experience in building maintenance, facility operations, or as a tradesperson.
- 3 or more years of experience in leading and managing staff and external clients
- Knowledge of business and management principles and practices
- Strong knowledge of building systems and ability to troubleshoot mechanical, plumbing, and electrical issues.
- Ability to read and interpret manuals, schedules, and blueprints for maintenance and repair tasks.
- Proficiency in using computers for scheduling, reporting, and communication.
- Effective communication skills in English, both written and verbal.
- Strong negotiation and problem-solving skills.
- Excellent customer-centric mindset.
- Knowledge and experience working within Indigenous communities or organizations is an asset.
- Ability to lift, push, and pull heavy items; ability to bend, squat, climb ladders/stairs; frequent walking, standing, climbing, and carrying required.
- Ability to operate motorized equipment as applicable.
- Ability to work well under pressure, individually and as part of a team.
- A valid CPIC (Criminal Record Check) is required.
- Must be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

VIII Working Conditions:

- Availability to respond to emergencies 24/7.
- Additional hours when necessary; winter holiday management, occasional events.
- Work performed in office, building, and outdoor environments.
- Exposure to extreme temperatures, confined spaces, and working at heights may be required.
- Exposure to mechanical parts and vibrations.
- Use of power tools and heavy equipment.

IX Physical Requirements:

- Physically capable of lifting/moving heavy objects.
- Frequent walking, standing, climbing, lifting, stooping, or carrying of equipment and materials
- Ability to climb 3 flights of stairs throughout the day
- Able to lift and carry up to 35 pounds.

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The successful candidate is expected to contribute positively to the implementation of the NCCT's vision and mission, operate in a collaborative team setting and maintain high and professional productivity levels and quality of service.

This is a full-time position. Salary is commensurate with experience and education. Although preference will be given to Indigenous applicants (First Nations, Metis and Inuit), all qualified candidates are encouraged to apply.

We thank all applicants for their interest however only those candidates selected for interviews will be contacted.

If this position interests you, please submit your resume and a cover letter to:

Wanda Green

Job Description: Building Operations Manager

Department: Operations

Date: February 21, 2025



Interim Human Resources Manager
wanda.green@ncct.on.ca
Application Deadline: Until Filled

SUBJECT LINE:
NCCT Operations Department - Building Operations Manager

The Native Canadian Centre of Toronto is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at wanda.green@ncct.on.ca of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.