



Maintenance Department Manager

Centretown Citizens Ottawa Corporation (CCOC) is an award-winning private non-profit housing company that values innovation, creativity and dynamism. We own and manage over 1300 rental units in 49 properties across downtown Ottawa. We're hiring a new Maintenance Coordinator.

We are looking for someone who is

- committed to a high standard of customer service
- a skilled team leader capable of accomplishing work through others
- knowledgeable and experienced in property management, maintenance and building systems

CCOC's Maintenance Coordinator manages a 25-person department that is responsible for long term asset management, all capital repairs and ongoing maintenance, providing service to tenants, dealing with property emergencies, and providing policy advice to a volunteer Property Management Committee. The Maintenance Coordinator is responsible for an annual property management budget just under \$3 million.

For more information, including a complete job description, please visit www.ccochousing.org.

Required education and experience:

- Community college diploma in property management, trades, architectural technology or mechanical engineering technology or other relevant area
- 6 – 8 years progressively responsible relevant experience
- Up to date knowledge of building codes, relevant legislation, construction and mechanical systems
- Valid driver's license and working vehicle
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements

Compensation:

\$56,901.00 - \$68,129.00, plus pension plan and generous benefits.

The successful applicant will assume duties through a structured succession as the current Maintenance Coordinator retires.

Applicants must send a resume and cover letter to [hiring@ccochoosing.org](mailto: hiring@ccochoosing.org) before 5:00 pm March 29, 2010.

Maintenance Coordinator

REPORTS TO: Executive Coordinator

SUMMARY:

The Maintenance Coordinator is responsible for monitoring the condition of all rental properties, and ensuring that all maintenance work is appropriately planned and coordinated. This is accomplished by supervising and coordinating the activities and workload of the maintenance staff and addressing and resolving tenant issues and emergencies.

RESPONSIBILITIES (THIS IS NOT AN EXHAUSTIVE LIST)

Characteristic responsibilities include:

1. Develop long term maintenance plans by:
 - developing and updating a comprehensive annual, intermediate term and life cycle maintenance program for all properties;
 - reviewing annual maintenance budgets for all properties for regular (annual) and special maintenance items;
 - preparing reports of replacement reserve requirements;
 - incorporating new properties into the Corporation's management system;
 - estimating costs for major work, and making recommendations to the Property Management Committee;
 - providing input to the assessment of potential projects with respect to long term maintenance costs.
2. Oversee the maintenance of existing buildings by:
 - meeting regularly with maintenance staff to review day-to-day activities and address potential and emerging problems;
 - responding to tenant concerns and complaints by resolving the issue(s) or forwarding them to the appropriate staff for action;
 - meeting regularly with other CCOC staff to review and discuss operational issues such as: financial matters, new construction, community issues;
 - monitoring the condition and maintenance of the buildings to ensure that appropriate preventive maintenance and improvements are completed as required;
 - performing a variety of administrative tasks such as drafting documents and correspondence;
 - processing routine forms, completing regular reports and preparing and reviewing contracts and tenders.
3. Provide policy advice to the Property Management Committee by:
 - evaluating existing budgets, policies and practices, and recommending alterations;
 - preparing monthly reports;
 - keeping up to date on building management and building science techniques and innovations;
 - submitting recommendations to the Property Management Committee for requests from tenants for major alterations.

EDUCATION/EXPERIENCE:

- Community College Diploma in property management, trades, architectural technology or mechanical engineering technology or other relevant area
- 6 – 8 years progressively responsible relevant experience
- Constant updating of job knowledge especially with respect to changes in building codes/legislation, construction and mechanical systems, management techniques by regularly attending workshops, conferences, seminars, self-study
- Valid Ontario Class G Driver's License and working vehicle
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements

ADDITIONAL COMPETENCIES/SKILLS:

Demonstrated ability to:

- Effectively use various software including wordprocessing, spreadsheet, presentation, electronic mail and calendaring
- Solve complex problems often involving external contractors, tenants, staff, by: gathering and analyzing information from a range of sources, probing for information to determine the true nature of the problem; developing innovative solutions including creating corporate policies, standards and procedures
- Communicate effectively and concisely, both orally and in writing to staff, contractors, tenants, governing and community service agencies; including drafting complex documents such as contracts and reports
- Lead by example, demonstrating integrity, creativity and enthusiasm in achieving results

EFFORT

- Frequent demand on energy as a result of unpredictable shifts in demand for work including managing concurrent emergencies from several locations with conflicting priorities; required to work extended hours to complete administrative reporting.
- Mental fatigue resulting from actively listening, observing, collecting and compiling data, composing documents, word processing.
- Physical fatigue resulting from frequently driving; keyboarding, sitting, walking, standing and lifting light weights.

WORKING CONDITIONS

- Physical Environment: Generally normal office environment; occasional exposure to driving in all weather conditions and being exposed to unsanitary conditions, noise, dust and fumes.
- Social Environment: Occasional exposure to adverse conditions such as dealing with verbally abusive and potentially dangerous people including tenants.

SUMMARY OF BENEFITS

Vacation Allowance	initially 15 days/year, increasing to 25 days/year
Sick Leave	15 days/year
Discretionary Leave	2 days/year
Other leave with pay (birthday, jury, bereavement)	eligible
EI Sub-Plan – medical/parental/compassionate leave top up	after one year of employment
Long term disability/drug plan	after initial probation or 6 months
Supplementary Medical Plan (dental /eyewear) -	after initial probation or 6 months
EAP- Employee Assistance Plan	after initial probation or 6 months
OMERS pension	eligible