



## OPERATIONS MANAGER

### PURPOSE OF ROLE

Manages the servicing of an assigned site within budget and maintains company and customer quality standards.

### PRINCIPAL ACCOUNTABILITIES

#### Major Responsibility Area:

- Maintains positive relationship with client through daily contact to discuss; areas of concern, report on deficiencies and obtain any new assignments. Organizes and attends regular meetings with client and Vice President of Operations.
- Directly controls budgeted hours and expenses for the assigned location. Submits accurate monthly billing.
- Inspects the worksite daily and on an ongoing basis to ensure the delivery of services is consistent with the work specifications and required Quality Assurance standards.
- Regularly reviews assignments with staff to ensure tasks are performed properly and quality of work is maintained at expected levels.
- Responsible for the safety of all personnel and ensures that equipment is in safe working condition. Ensures all accidents and property damage is reported within deadlines.
- Accountable for all equipment including keys, communications devices, ie. radios, pagers, cell phones, scanners and ensures they are inventoried on a daily basis.
- Develops and manages preventative maintenance program for all on-site equipment.
- Processes equipment and supplies orders and maintains adequate inventories.
- Periodically reviews efficiencies of operations and assists Operations Manager in improving and upgrading standards, work schedules, etc.
- Ensures ongoing ISO compliance
- Responsible for orientation and training of personnel.
- Maintains attendance records for all personnel.
- Regularly holds meetings with employees to review performance, attendance and health and safety issues, etc.



- Administers appropriate corrective disciplinary action when necessary.
- Identify and resolve problems on site and informs or involves the Vice President of Operations as necessary. Documents all complaints and follows up to ensure there is a resolution.
- Performs other assigned duties as needed or directed by the Operations Manager.

#### Safety Responsibilities:

- Set an example for associates to follow by incorporating safe work practices in all aspects of their activities and abiding by the Clients & Company's safety policies and procedures.
- Attend all required health & safety training
- Reports and corrects any safety concerns and advises employees of potential/unsafe conditions or hazards
- Complies and enforces the H&S regulations, the OHSA and company policies/procedures in a consistent manner.
- Ensure/provide necessary training for employees on the hazards of their jobs using the Safe Work Practices and Task Hazard Assessments.
- Ensure/provide training for the operation of equipment at their location.
- Investigates incidents/injuries/near misses to determine root cause and implement any corrective actions – Reports injuries within 24-hours to the H&S Risk Dept
- Assists injured workers to the fullest extent to ensures participation in the early and safe return to work process as per our RTW policy
- Assuring that safety devices and PPE are available and properly utilized.
- Reviews Inspection reports, JHSC minutes and provides corrective actions on any known deficiencies.
- Conduct monthly safety inspection.
- Ensure safety meetings with all staff occur minimally once a month.

#### Qualifications:



- Minimum 3-5 years experience in a management capacity of a Custodial Services organization or in a dedicated large facility.
- Ability to manage multiple priorities, and execute tasks with minimal supervision.
- Experience working in a unionized environment, ability to work with Collective Agreement and provide guidelines and execution.
- Valid driver's license and driving record in good standing.
- Able to obtain Transport Canada security clearance

#### ADDITIONAL ROLE INFORMATION

As an employer of choice, we treat all of our employees consistently and fairly to help you achieve personal and professional ambitions.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the application process.

At this time we do not require assistance from recruitment agencies, thank you.

Hours of work: We are a 24/7 business environment. You will be required to work the hours that will encompass the core hours for client and employee visits. Weekend and statutory holiday work as required.

