

## JOB POSTING - OPERATIONS MANAGER

### First Gulf

When it comes to the development of office, mixed-use, retail and industrial properties, First Gulf is a proven market leader with more than \$4-billion in developed assets. Offering development, construction, leasing, finance and property management expertise, we provide clients with unique and exciting market opportunities. Within the Greater Toronto Area alone, our team has recently completed development and construction of more than two million square feet of premier, LEED®-certified office space, with another one million square feet currently under construction. First Gulf also currently manages over four million square feet of fully-operational buildings.

### Opportunity

Reporting to the Senior Property Manager (SPM), the Operations Manager (OM) will be responsible for the technical oversight and daily operations of a growing portfolio, which is approximately 1 million square feet of Class “A” office space currently. The OM will lead a growing team of 7 Operations Staff and will be a key member in the portfolio, as well as First Gulf’s Property Management and Operations Department.

### What you will be doing:

- Proactively and consistently delivering reliable base building operations for the portfolio.
- Addressing tenant questions, escalations or other requirements in a timely and professional manner.
- Helping to build a foundation of outstanding client-service and ensuring that all decisions are made within it.
- Leading a team of Operations professionals and managing employee performance to company’s best-in-class policies and standards.
- Assisting the SPM in the preparation of capital and expense budgets.
- Maintaining efficient processes for capital and expense management, property reporting, preventative maintenance, tenant service requests, building operating standards, sustainability, and procurement.
- Managing Health and Safety processes and compliance, and overseeing the implementation of Emergency Response Plan procedures.
- Ensuring that day-time and after-hours emergencies are handled quickly, effectively, and with a strong follow-through.
- Working closely with co-owners, development partners and other stakeholders with the objective of providing exceptional service and value.
- Overseeing building operations contracts, and liaising regularly with third party contractors and consultants.
- Analyzing building data to determine best practices and improvement opportunities.
- Developing new processes and leading a wide range of initiatives and pilot projects.
- Collaborating with other head-office and property level resources.
- Collaborating with other groups within the company on asset development, tenant move ins/outs and dispositions by providing timely expertise and leadership.
- Working closely with the SPM and Senior Director, Property Management & Operations and executing assigned tasks and initiatives with precision, urgency and care.

### What are we looking for?

- Strategic thinker with minimum of 6 years of progressive leadership experience with a major organization.
- Bachelor degree or diploma from a recognized institution in a relevant field; P.Eng., an asset.
- Strong preference given to candidates who managed Class “A” office portfolio.
- Superb verbal and written communication skills; able to communicate formally and informally.
- Familiarity with relevant government regulations and building codes.

- Strong knowledge of new building technologies, industry standards and sustainability practices; familiarity with new construction an asset.
- Hands on approach that is supported by strong attention to detail; ability to understand and explain tenant lease clauses, budgets, service contracts and co-ownership agreements, an asset.
- Proficiency in MS Office (Word, Excel, PowerPoint and Outlook).
- Possession of good contacts within the real estate and construction industry an asset.
- Candidates must demonstrate strong sense of urgency, professionalism, empathy and patience, as well as, very strong communication skills (verbal and written), have a positive attitude, strong work ethic, work in a team setting and have an ability to lead and adapt.
- Strong belief in continuous learning and utilizing all new knowledge and skills on the job.
- Strong organizational and time management skills to meet or exceed all deadlines.
- Proactive problem recognition and solution.
- Thrive in a position that will allow you to make a significant contribution to the ongoing growth and profitability of the Company's operations.

### **What do we offer?**

- Industry competitive compensation package, inclusive of group benefits, company incentives and vacation entitlement.

If you are interested in joining our dynamic team, please feel free to send your resume, in confidence, to Aggie Wengle, Human Resources Manager at [careers@firstgulf.com](mailto:careers@firstgulf.com).

We thank all interested candidates, however, only applicants selected for an interview will be contacted.