



POSITION DESCRIPTION

JOB TITLE:	Office Facilities Manager
DEPARTMENT:	People & Culture
REPORTING TO:	Manager, People & Culture

As a member of the People & Culture team, the Office Facilities Manager is the key point person to ensure that the Office runs smoothly with the employee experience in mind. Working closely with the P&C team, the Production Operations team, the CSR team and the IT team they oversee the day-to-day facilities management and manage third-party relationships to run a world-class office space that meets our current and future needs.

DUTIES AND RESPONSIBILITIES

Team management

- Manage the team responsible for day-to-day office management maintaining a professional, safe and clean environment, including our Welcome Centre, providing back up as required to front desk requirements
- Provide leadership (mentoring, training, and coaching) and delegate assignments to the Office and Facilities Administration Team

Office / Facilities day-to-day Management:

- Develop and own the office/facilities strategy that delivers an exceptional experience
- Liaise and build strong relationships with a wide range of internal and external stakeholders to execute strategy
- Act as a first point of contact to triage any building-related requests including, maintenance, cleaning, parking, and security issues
- Select and maintain relationships with external vendors for janitorial, pest control, parking, security/access badging, water, heat & electricity, air quality control, landscaping, interior and exterior furnishings, fixtures and equipment
- Develop and cultivate relationships with Landlords, Property Management companies and third-party service providers and vendors
- Review and coordinate service contracts that support the smooth operation of facilities
- Participate in Occupational Health & Safety committee and support to ensure First Aid programs are in compliance with WorkSafe acts
- Uphold organizational emergency preparedness plans and fire safety plans
- Supervision of Facilities security management, ensuring a safe and secure office management and working with IT to ensure facilities have the necessary security measures in place
- Perform regular inspections of the premises and common areas from a few points of view: safety, employee experience, wellness, ergonomics, and best-in-class impression
- Place orders for facility equipment and furniture in timely manner while ensuring purchases are within budget and arriving in good fashion
- Manage office and facilities budget
- Ensure effective management of security, risk management, maintenance, brand integrity, administration and other daily activities
- Manage existing waste disposal program and implementing a company-wide recycling program in partnership with Corporate Social Responsibility
- Monitors, analyzes and reports on various operations metrics and suggests continuous improvements to ensure that all facilities are utilized and maintained in the most cost-effective manner

Employee Experience:

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- Own and execute proactive office facilities communication and announcements keeping employees up to date on anything related to the office, including any necessary policy information, working with the P&C when required
 - Streamline administrative processes to provide exceptional employee experience
 - Support space planning and coordinate moving and renovation projects ensuring all completed smoothly

Project and Event Management:

- Project management support for company and external events including Town Halls, Thought Leadership and Brand Awareness
- Participate and help manage office expansion projects as part of Steering Committee

EDUCATION AND EXPERIENCE

- 2+ years' experience managing a self-sufficient space end-to-end
- Proven ability to adapt to changing demands
- Demonstrated ability to build strong relationships with various stakeholder groups and influence change
- Contract sourcing, negotiation and management
- Able to work autonomously with minimal supervision but also collaborate when required
- Project management experience dealing with demanding timelines, complex requirements and multiple stakeholders

RELATED SKILLS, KNOWLEDGE AND ABILITIES

- Strong interpersonal, and coaching skills; able to work independently and as a part of a team.
- Ability to handle multiple projects in a fast-paced environment.
- Demonstrated analytical, problem solving and decision-making abilities.
- Ability to prioritize under the pressure of tight deadlines.
- Ability to persuade and positively influence at all levels of the organization.
- Able to deal tactfully and efficiently with all enquiries.
- Strong organizational and time-management skills.
- Excellent written and oral communication skills including strong presentation skills.
- Strong working knowledge of Microsoft applications including Outlook, Excel, Word, etc.

BENEFITS

- Competitive wages
 - MSP and Extended Health benefits fully paid by Daiya for your family
 - 3 weeks' vacation
 - RRSP matching your retirement contributions
 - Long Term Incentive Plan
 - Annual personal health and wellness fund
 - Fun and creative environment
 - Inspiring and innovative work
 - Smart and passionate teams
 - Making people and the planet a healthier place
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