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**POSITION DESCRIPTION**

Position Title:	Facilities and Operations Specialist	Position #:	EO420ONT. Facilities and Operations Specialist
Department:	Facilities	Salary Zone:	PT2
Revision Date:	November, 2017	Manager's Title:	Manager, Facilities, Ontario

**POSITION SUMMARY:** The incumbent is responsible for assisting the Manager of Facilities in the effective management and operation of Ontario facilities, buildings and real estate assets. They will assist in other tasks and related activities of construction, maintenance, subcontracting in the governance of the Ontario Division of facilities. Other duties would include coordinating Cogeco's needs with architects, engineering firms and contractors for the construction of various projects and the maintenance of equipment and providing first-line support to employees who work in the Burlington administrative office.

**KEY RESPONSIBILITIES**

1. Assist the Manager of Facilities in all operational activities related to Ontario facilities (maintenance, construction, equipment purchases, audits, mail management, physical security, risk management, etc.)
2. Manage, monitor and log all HVAC Halocarbon activity through every HVAC vendor in Ontario ensuring compliance with Environment Canada Halocarbon regulation
3. Responsible for managing and maintaining dashboards, various reports and documents for the facilities service.
4. Assist the Manager, Facilities in the various tasks related to facilities projects and initiatives, including the follow-up on documentation, action plans and results.
5. Plans quality and work safety inspections for subcontractors. Ensures that the work carried out in the field meets the plans and specifications. If there is a difference, ensures corrections are made.
6. Participates in the negotiation of vendor service contracts with the procurement department
7. Contributes to the creation or adaptation of processes, procedures, communication bulletins and forms related to facilities management in order to improve internal customer satisfaction.
8. Participates in the supervision of technical and environmental audits. Ensures that corrective actions are in place as required and assists with documentation of audit reports
9. Responsible for managing complaints and requests from internal clients.
10. Analyzes and prepares business cases for capital requests and assists in controlling operational expenses
11. Participates in the development of annual capital and operational budgets
12. Assist the Manager Facilities and procurement in real estate Lease Management, tracking renewals and cancellations in accordance with established procedures
13. Participates in the development of continuous improvement initiatives for Ontario facilities and coordinates some of their execution
14. Optimizes, maintains and ensures compliance with health and safety policies (evacuation plan, Local Joint Health & Safety Committee and participates where requested, etc.).
15. Performs other duties as assigned
16. As part of their work, employees must take all necessary measures to ensure their own health and safety, and that their co-workers and the public in general. They must use available personal protective \_\_\_\_\_ equipment at all times, and comply with all health and safety instructions, guidelines, policies and procedures issued by the company
17. To support Cogeco's ultimate goal of providing excellent service to current and potential customers, the incumbent must be constantly attentive and responsive to internal business partners needs and assist in the resolution of any issues or concerns in a timely and professional manner while ensuring that the solution meet the needs.

**ESSENTIAL QUALIFICATIONS**

**ACADEMIC TRAINING**

- Bachelor's degree in Mechanical, Electrical engineering or combination of equivalent education and work experience required.
- Project Management Certification preferred
- Professional accreditation related to the role (ASHRAE, BOMA or other) - an asset

**WORK EXPERIENCE**

- Minimum 2 years' project/facilities experience required
- 3+ years' experience in vendor and contract management,
- 3+ years in facility management, maintenance, life safety systems, procedures and health and safety requirements
- Experience working with plumbing, fire protection, 3+ years exposure to HVAC, electrical systems, data centers and landscaping

**SPECIFIC COMPETENCIES**

- Knowledge of computer tools including Excel, Word, AutoCAD, MS Project, PowerPoint and Outlook
- Knowledge of financial systems Oracle, SAP etc. -
- Ability to interpret legal contracts
- Knowledge of telecommunications industry, products and services - an asset
- Knowledge of project management tools and methodology with experience in managing multiple projects in parallel - an asset
- Ability to communicate verbally and in writing with internal and external stakeholders -
- Good interpersonal, organizational, teamwork, and customer-oriented skills
- Ability to take initiatives and solve critical problems
- Capable of responding to emergencies 24/7
- Knowledge of construction standards (NBC), fire prevention (NFPA)
- Knowledge of IT tools for building control and automation and HVAC systems (Siemens, Metasys, Proton, etc.) - an asset
- Occasionally requires travel through Ontario sites \_\_\_\_\_
- Valid Ontario drivers License

**PHYSICAL DEMANDS AND VISUAL ACUITY**

- N/A

At Cogeco, diversity is an essential asset to our organization's performance. We are committed to providing equal opportunities to all qualified individuals wishing to join our company, regardless of cultural and individual differences. We strive to build teams which reflects the diverse profiles and backgrounds of both the customers and communities we serve, firmly believing that this distinguishes Cogeco from competitors and contributes to our signature of excellence.