

Maintenance Manager

Resident Services

At Element Lifestyle Retirement, we are leading the way in redefining seniors' living. We build and manage innovative communities that provide the highest quality of life for seniors and keep families together.

Our Values and Philosophy guide our business and are represented by the word **IMPACT**: Integrity in our actions, Mentorship of our people, Passion for our industry, Accountability to our customers, Creativity in our approach, and Teamwork that focuses on collaboration.

As you do your job, focus not only on what you need to accomplish but think about how you will live these values in your day to day work. What kind of **IMPACT** will you have as our Facilities Maintenance Personnel?

YOUR ROLE

As the **Maintenance Manager**, you will be responsible for maintaining Element's high quality and service and service standards by effectively ensuring the smooth operations of our community.

This "jack of all trades" role oversees all areas of general maintenance at the community including painting, plumbing, carpentry and minor electrical work to ensure our residents are always satisfied.

YOUR ACCOUNTABILITIES

- Provide professional, friendly and courteous service to our residents, guests and staff
- Service and repair duties of residential and commercial/public areas
- Perform minor equipment repairs
- Responsible of replacing and maintaining adequate stock of lighting, bathroom and other fixtures that require frequent replacement
- Caulk drains, repair and replace fixtures and perform other related tasks as requested
- Support the Engineering team when required
- Actively engaging in maintaining a safe work environment
- Performing other related duties as requested by Resident Services Manager and Concierge

YOUR CAPABILITIES

Education:

- High school diploma or GED

Experience:

- Minimum of two years maintenance experience in hotel, hospital, shipping centre or office building preferred
- Able to work flexible hours including weekdays, nights and weekends

Skills:

- Written and oral communication skills in English
- Basic computer skills
- Have a mechanical aptitude and good guest service skills
- Able to work safely with minimal supervision and be able to prioritize tasks
- Excellent customer service skills and interpersonal skills - Ability to focus attention on guest needs, remaining calm and courteous at all times
- Ability to work well under pressure in a fast-paced environment

Behaviors:

- Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.
- Take pride in your work. Do your very best.
- Willingly help out team members even if it isn't your job. Share ideas and feedback that will help the team perform at it's best. Recognize the efforts of others on the team. Accept feedback constructively.
- Build trusted resident relationships. You listen for understanding, maintain confidentiality and deliver on your commitments.
- Possess empathy for and understanding the needs of seniors and operate with a professional and courteous demeanor.
- Champion the Opal culture. You know that the resident experience and employee experience drives sustainable business performance and you actively live by the IMPACT values every day.

Visa Requirements: Applicants must be legally able to work in Canada.

YOUR WORK ENVIRONMENT

Physical efforts:

- Constant standing and walking throughout shift
- Frequent lifting and carrying up to 50lbs
- Frequent kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps

- Crawling through confined spaces

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends
- Occasional local travel is expected with this position

Physical Environment:

- OPAL community at large

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: Concierge

Job Title of Next Level Manager: Resident Services Manager