



Job Title: Director of Facility Operations
Department: Operations
Reports To: General Manager
Job Type: Full-time, Salary

Summary

ASM Global, the leader in privately managed public assembly facilities has an excellent and immediate opening for a Director of Facility Operations at the Avenir Centre. The Director of Facility Operations is responsible for the daily activities required to run, maintain, and service the facility to function as a premier sports and entertainment venue.

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Directs, supervises and schedules all aspects of the operations department including operations staff, engineering; building and grounds; technical services; including accessibility compliance; public safety; security; custodial services and parking departments.
- Coordinates the operations activities with other building departments and show-related contractors to assure facility readiness and smooth operation of events.
- Implements and updates facility rules, regulation policies and procedures for the department.
- Anticipate problems and find appropriate and cost-effective solutions. Investigate, analyze and resolve operational problems and complaints. Conducts periodic staff meetings to discuss procedures, problems and policy changes.
- Provides clear, concise, and timely communication of directives to other departments.
- Ensures that operations department receives pertinent information for the most effective use of the facility and staffing.
- Oversees maintenance of the physical plant and all venue systems including but not limited to: Mechanical Systems, Plumbing Systems, Electrical Systems and Structural Systems.
- Trains all department personnel according to Occupational Health and Safety requirements.
- Oversees, maintains and ensures corporate compliance with preventative maintenance software (Altum)- Including but not limited too creating a PM schedule, supervise data gathering and entry of all arena equipment information into the software's database, assign work orders to the appropriate staff and follow up and ensure works completion and close out work orders, ensure best practices for all equipment is well documented and maintained and produce any required reports from 'Altum'.
- Maintain all safety records and ensure all personnel working in the venue wear appropriate PPE and follow Provincial legislation and ASM Global best practices.
- Schedule any Provincial or local certifications or permits-including but not limited to: Elevators, escalators, refrigeration plants, back flow preventers, host inspections, lifeline inspections and fire suppression equipment.
- Ensure the venue and anyone operating within it always meet building and fire code per Provincial legislation.
- Responsible for the Master MSDS log in the venue.
- Serves as Manager on Duty as required.

Supervisory Responsibilities

Manages the overall operations of the facility and is responsible for the direction, coordination, and evaluation of the department, responsible for all full time and part-time departmental staff. Carries out supervisory responsibilities in accordance with ASM's policies and applicable laws.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 5+ years, (including 2 years managing an operations/maintenance team) of experience in Field of Play Operations.
- Demonstrated knowledge of facility operation is required.
- Experience with operation and maintenance of ice resurfacing machines.
- Working Knowledge of Provincial and National regulations for HVAC/R and Boiler and pressure vessels.
- Class 'B' refrigeration certificate or equivalent would be an asset.

Education and/or Experience

- Working knowledge of the principles of facility management, services and equipment for a similar facility.
- 3-5 Years working technical background.
- Relevant HVAC/R/Refrigeration certifications are an asset.
- Experience at a supervisory level or department head preferred.

Skills and Abilities

- Excellent English (verbal & written), bilingualism is preferred.
- Excellent written and verbal skills, organizational ability, and interpersonal skills
- Ability to interact with all levels of staff including management, as well as effectively supervise staff.
- Ability to prioritize and handle multiple projects simultaneously.
- Demonstrate problem-solving and communication skills
- Professional presentation, appearance and work ethic

Computer Skills

To perform this job successfully, an individual should have an excellent skill set using Microsoft office and should feel comfortable using a maintenance software system.

Certificates, Licenses, Registrations

Industry certifications and licences are a tremendous asset.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific physical demands for this job include close vision for review of information on a PC monitor, as well as, hard copy output.

Other Requirements

Due to the nature of our business candidates must be able to work irregular hours as dictated by the event schedule, including nights, weekends and holidays. Must have the ability to modify their schedule as the event dictates.

PLEASE NOTE: All successful candidates will be required to successfully complete a background check, which may include criminal, credit, credential and reference check.

TO APPLY

Please send resumes with salary requirements to:

Jessica Urquhart
Human Resources & Payroll Manager

Jurquhart@avenircentre.com

Please ensure the subject line reads: ***Director of Facility Operations***
Only successful applicants will be contacted.