



OFFICE & FACILITIES MANAGER

SALARY: \$82,218.05 per annum

DURATION: Indeterminate
(Nine (9) month probation)

SCHEDULE: 37.5 hours/week

TEWATOHNHI'SAKTHA OFFERS:

- Great salary & benefits
- Paid vacation & wellness days
- Remote work options
- Professional development opportunities

**EXTENDED DEADLINE TO APPLY:
TUESDAY, AUGUST 6TH, 2024 AT 4:00 PM**

VISIT [KAHNAWAKEJOBS.COM](https://kahnawakejobs.com) FOR MORE INFO

Send your résumé, letter of intent, completed privacy waiver (available at kahnawakejobs.com), two (2) professional references & photo ID to:

Wathahi:ne Kirby, Human Resource
Administrator, at wathahine.kirby@kedc.biz





POSITION: Office & Facilities Manager

IMMEDIATE SUPERVISOR (1): Director of Operations

IMMEDIATE SUPERVISOR (2): Executive Director

DATE: May 29, 2024

GENERAL ACCOUNTABILITY:

The Office and Facilities Manager reports directly to the Director of Operations. He/she is responsible for overseeing the 3rd floor operations and maintenance of the Kahnawà:ke Business Complex (KBC), and the maintenance of the Kahnawà:ke Commercial Complex (KCC), and the Kahnawà:ke Welcome Center (KWC). This role encompasses a wide range of duties, including facilities space planning, office layouts, project management for tenant improvements, lease administration, management of service contracts, furniture procurement, moving coordination, security, emergency services, access card and key control, storage, and parking. Additionally, the Office and Facilities Manager will be tasked with conducting financial analysis, planning, management, overview, and reporting for the facilities, as well as ensuring audit control and compliance for the KCC & KBC. Major responsibilities include:

Facilities Manager:

1. Facilities and lease management.
2. To supervise and provide direction to Maintenance personnel.

Office Manager:

1. To supervise and provide direction to Reception personnel and reception area services on the 3rd floor of the Kahnawà:ke Business Complex (KBC).
2. To ensure the security system for the Kahnawà:ke Business Complex, the Kahnawà:ke Welcome Center, and the KCC are always operational and that there is an effective control and tracking mechanism in place for the issuance of codes and keys; schedules the automatic door locks to meet all daily requirements for all tenant clients in the building.
3. To maintain KBC lists of key/code access and ensures files are updated within 48 hours of necessity.
4. To manage any billboards and cellphone towers located on land owned by Tawatohnhi'saktha.

EDUCATION AND EXPERIENCE REQUIREMENTS:

Bachelor's Degree in Business Administration, Commerce, or a related field with two (2) years related experience.

Candidates may also be considered with: **Post-Secondary Diploma (or Certificate)** in Management, Administration, or a related field with five (5) years' related experience.

KNOWLEDGE & SKILL REQUIREMENTS:

Facilities Manager:

- Knowledge and experience in overall principles and practices of business/financial management, analysis, and planning
- Project management skills
- Written and verbal communication skills
- Negotiation skills
- Interpersonal skills
- Computer proficiency
- Ability to work both independently and as part of a team
- Capability to manage an informal team
- Understanding of construction contracting
- Knowledge of Tewaohnhi'saktha policies and procedures
- Ability to converse in the Kanien'keha and French languages is an asset
- Willingness to learn Kanien'keha

Office Manager:

- Administrative and secretarial skills including knowledge of filing principles;
- Knowledge of general office practices and office equipment;
- Ability to use judgment, to take initiative, and to apply various problem-solving techniques when necessary;
- Ability to represent Tewaohnhi'saktha with a professional image;
- Superior verbal and written communication skills in English including proper grammar, syntax, punctuation, and style;
- Organizational skills with the ability to multi-task and prioritize;
- Aptitude to give and follow verbal instructions;
- Knowledge of budgeting principles, ability to read a General Ledger (GL) listing, and manage other financial information including variance reports;
- Knowledge of all Microsoft Office programs with a proficiency in Word;
- Ability to show tact, discretion, and courtesy when dealing with clients and contacts;
- Knowledge of provincial and federal government structures, regulations, and procedures, and how they relate to Economic Development in Kahnawà:ke;
- Knowledge of Tewaohnhi'saktha products and services, administrative and operational policies and procedures;
- Ability to converse in both the Kanien'keha and French languages is an asset;
- Willingness to learn Kanien'keha.

MAJOR RESPONSIBILITIES (see key performance indicators in Employee Performance Appraisal form):

Facilities Manager:

1. Facilities, Operations, and Lease Management

- Manages daily administrative and fiscal operations of the KCC and KBC.
- Evaluates, creates, and implements office procedures on an as needed basis, adhering to all Tewatohnhi'saktha policies and procedures.
- Identifies issues and problems, provides recommendations for solutions to the Director of Operations.
- Attends and contributes to the Organizational Services Division annual strategic and operational planning sessions and monthly meetings.
- Develops annual work plan as per Strategic/Divisional Plan or objectives.
- Annually determines and implements plans to achieve the overall goals and objectives of the facilities and develops a management strategy that maximizes efficiency.
- Reads the initial lease, understands, interprets, and edits lease terms and ensures needs, wants, agreements and obligations are represented in the lease agreement and understood by all lessees.
- Manages lease for space owned by Tewatohnhi'saktha at the KCC and KBC, monitors lease term and conducts needs' assessment for best use of space.
- For each renewal or new lease, undertakes cost analysis, financial justification, managing the lease negotiation process, including review and recommendation of lease business terms.
- Coordinates legal review, lease execution and lease abstract information as required.
- Manages ongoing lease compliance and development of internal controls to identify, manage and respond to lease obligations and inquiries.
- Manages all external lease transactions processes from inception to close.
- Establishes active relationships with and serves as primary liaison to Tewatohnhi'saktha lease contacts at the KBC, KCC, and the Welcome Center.
- Serves as an interface between lease contacts and maintenance staff.
- Annually reviews existing programs, policies, and procedures to ensure proper and consistent management of all properties and leases and makes improvements or develops recommendations as required.
- Maintains consistent communications with KCC, KBC, and KWC staff and visits those sites monthly.
- Responds to service needs related to facilities, safety, and security within 48 hours of notification.
- Manages all financial resources and financial accountability/controls pertaining to the KBC & KCC facilities.
- Develops and monitors KCC and KBC program budgets- (800-830). Reviews budget variance reports and general ledgers, identifies and rectifies discrepancies with Financial Clerk.
- Oversees all purchasing and lease operations and follows up on delinquent accounts.
- Ensures building conditions and building management resources are analyzed once per year and prepares reports specifying progress, trends, and appropriate recommendations.

2. To supervise and provide direction to Maintenance personnel.

- Coordinates work schedules for the maintenance, responds to and resolves problems as per level of urgency.
- Supervises staff, provides guidance and direction, and determines training needs.
- Responds to service needs related to facilities and sites, safety, and security within 48 hours of notification at the KBC, KCC and Welcome Center.
- Oversees recruitment, work delegation, performance evaluation, and disciplinary action as appropriate.
- Conducts annual performance appraisals and quarterly reviews for direct reports within established deadlines. Maintains an annual employee performance journal for direct reports to ensure performance reviews are done properly.
- Develops and implements new procedures and processes to meet operational and service needs as required.
- Ensures open communication and facilitates communication between all parties involved in maintenance and security operations.
- Other related duties.

Office Manager:

1. To supervise and provide direction to Reception personnel and reception area services.

- Supervises the receptionist and related reception area services, determines the level of service required to meet customer needs based on annual client surveys and feedback, and taking into consideration costs to benefits and affordability.
- Maintains an employee e-mail file and performance journal for receptionist to support performance reviews and carries out performance appraisals and quarterly reviews within the deadlines established in the Performance Management Program User Guide.
- Ensures temporary reception support is secured and trained to carry out duties of receptionist during peak periods, vacations, and other absences.
- Responsible for the Tewaohni'saktha filing system space allocation; office equipment and supply requirements including acquisition and maintenance; administrative procedures, practices, and policies; reviews one policy per year, and makes recommendations regarding their improvement as required.
- Handles all administrative paperwork associated with the receptionist and reception area services, including approval of purchases and time sheets.
- As directed, oversees the maintenance of the central filing system in collaboration with the administrative personnel of the other divisions ensuring the established filing guidelines are implemented and respected.
- Conducts quarterly audits of the filing system, reports problems and recommends solutions to the Director of Operations.
- Develops and monitors the administration (000) program budgets. Reviews budget variance reports and general ledgers, identifies and rectifies discrepancies with the Financial Clerk.

2. To ensure the security system for the Kahnawà:ke Business Complex, the Welcome Center, and the KCC are always operational and that there is an effective control and tracking mechanism in place for the issuance of codes and keys; schedules the automatic door locks to meet all daily requirements for all tenant clients in the building.

3. **To maintain KBC lists of key/code access and ensures files are updated within 48 hours of necessity.**
4. **To manage any billboards and cellphone towers located on land owned by Tawatohnhi'saktha.**
- Identifies issues and problems, provides recommendations for solutions to the Director of Operations.
 - Annually prepares operating budgets and monthly for the billboards and cellphone towers located on land owned by Tawatohnhi'saktha, ensures revenues and expenses are in line with budget. Reviews monthly budget variance reports and general ledgers, identifies and rectifies discrepancies with Financial Clerk.
 - Reads the initial lease, understands lease terms, and ensures needs, wants, agreements and obligations are represented and respected in the lease agreement and understood by all lessees.
 - For each renewal or new lease, undertakes cost analysis, financial justification, managing the lease negotiation process, including review and recommendation of lease business terms.
 - Manages ongoing lease compliance and development of internal controls to identify, manage and respond to lease obligations and inquiries.
 - Establishes active relationships with and serves as primary liaison to Tawatohnhi'saktha lease contacts.
 - Ensures that any accounts receivable for leases are up to date with standard notices sent out at the appropriate time according to the contract by accounting; notifies the supervisor when there are any 30 days plus aging; contacts clients by phone after 30 days, but no later than 45 days to ensure payments are being made.
 - Ensures any related resources are analyzed once per year and prepares reports specifying progress, trends, and appropriate recommendations.

CONTACTS:

Facilities Manager:

The general public, clients and lessees: to give and obtain information which must be explained and understood. Calls for collaboration and need for tact.

Office Manager:

Management inside: To give and obtain information with little explanation.

Management of outside organizations and businesses: To persuade other to give time and effort to initiatives that may not coincide with their personal vision or interests regarding facilities, leases, revenues from leases, negotiations, service contracts or other activities as required.

VISION, MISSION AND CORE VALUES (see descriptions in Employee Performance Appraisal form):

The Facilities Manager is responsible for modelling and promoting Tewaohnhi'saktha's vision, mission, and core values, including the KBC/KCC/KWC mandate.

Office Manager is responsible for modelling and promoting Tewaohnhi'saktha's vision, mission, and core values.

SUPERVISION:

This Facilities Manager position has direct supervision over the following positions:

- Facilities Maintenance Coordinator (1 full-time)
- Building Maintenance Worker (1 part-time)
- On-call Building Maintenance Worker(s)

The Office Manager position has direct supervision over the following positions:

- Receptionist/Secretary (1 full-time)
- On-call Receptionist/Secretary Worker(s)

WORKING CONDITIONS:

Facilities Manager:

Office environment. Five (5) day work week; 8:30 a.m. to 4:00 p.m. Moderate overtime required in order to meet deadlines and complete projects and reports. Some travel. Visitation to clients' place of business and visitation to the KCC and KWC. Moderate deadline and productivity pressure associated with managing multiple files. Moderate overtime and some weekend work may be required to ensure facilities are properly repaired and serviced.

Office Manager:

Normal office environment. Five-day work week, from 8:30 a.m. to 4:00 p.m. Moderate overtime is required to meet deadlines and participate in and/or to complete projects or attend to emergency situations. Considerable stress is associated with the handling of workload and completing assignments. Regular local travel is required.

THINKING CHALLENGE:

Facilities Manager:

Interpretive: Differing situations requiring the identification and selection of solutions through the application of acquired knowledge and judgment. These jobs are confronted with problems which 'fall in the cracks' and are resolved by 'reading between the lines', requiring reliance on past experience. There is usually a right answer so that within a fairly short timescale it will be apparent whether the chosen solution was right or wrong.

Office Manager:

Patterned: Similar situations requiring solution by discriminating choice between things learned. Jobs may be confronted with multiple choice situations but through prior exposure or experience the job holder will have learned which choice is most appropriate to the situation. Once selected, the solution does not need to be adapted to the problem.

THINKING ENVIRONMENT:

Office & Facilities Manager:

Semi-Routine: Detailed action is not defined, only the approach. Thinking is governed by systematic procedures but not detailed guidance. It will be clear what the problems are and to an extent how they should be resolved, but the job holder may be required to interpret customs or precedents to determine how best to tackle the problem. If the situation is new, technical guidance or reference and supervision is readily available.

DECISION AUTHORITY:

Facilities Manager:

- Determines amount of annual increase in lease prices.
- Determines annual budget required to provide maintenance and security services.
- Determines staffing and equipment required to provide maintenance services.
- Up to \$10,000 spending authority for purchase of equipment and maintenance materials.
- Determines when to start default proceedings for lease contracts at the Kahnawà:ke Business Complex and Kahnawà:ke Commercial Complex.
- Determines the need for leasehold or capital infrastructure improvements or upgrades, as per budget approvals.

Office Manager:

1. \$2500 purchasing/approval limit.
2. Determines or delegates responsibility of specific files as they occur and ensures resources are available; hires short term contract employees as required upon approval from the Director of HR.

ACKNOWLEDGEMENTS:

Incumbent

Date

Immediate Supervisor (#1)

Date

Immediate Supervisor (#2)

Date

Director of Human Resources

Date