

Facility Services Manager

Location: Hamilton Downtown Family YMCA, 79 James. St. S, Hamilton, ON, L8P 2Z1

Position Type: Full time with benefits and complimentary YMCA membership

Salary Range: Starting \$56,000- \$62,000.00 annually, commensurate with experience

Position Description:

The Facility Services Manager is a full-time position reporting directly to the General Manager of the Hamilton Downtown Family YMCA, with an indirect reporting relationship to the General Manager of Facility Assets.

As a member of the branch leadership team, the Facility Services Manager is responsible for implementing standards of service excellence, with primary focus on ensuring the building is clean, well maintained at all times, and supports a high-quality member service experience. This hands-on role includes developing and implementing a fully integrated cleaning plan and a comprehensive preventative maintenance program, including asset refurbishment and facility projects for the Health, Fitness and Aquatics Centre, as well as the Residence Operation.

This is a great opportunity for an individual with a high level of interest in working with the YMCA HBB as a charitable organization.

What You'll Do:

- Provide hands-on leadership to the branch Facility Services team to ensure a clean, safe and well-maintained facility.
- Directly supervise a diverse full-time and part-time cleaning team of approximately 10 -15 staff and volunteers including, hire, training, scheduling, payroll and performance evaluation and correction. In conjunction with operational requirements, co-ordinate, prioritize and assign internal and external trades for repair and maintenance activities to be performed on equipment and building systems.
- In collaboration with the General Manager, oversee the effective management of the branch's physical assets ensuring optimum equipment reliability, uptime, economic life cycle of assets, safety, building audits and on-going compliance as required, including oversight of selected Capital projects.
- Assist in developing, implementing, scheduling and monitoring preventative maintenance schedules including all relevant documentation and record keeping including electronic work order system.
- Manage departmental operational budgets, provide input to capital and expense budgets on an annual basis
- Order supplies and materials as required and process all payments for goods, contracts and services.
- Develop and sustain good members, staff, volunteer, contractor and supplier relations; act as a role model for staff and volunteers daily.
- Participates in front line duties and scheduled Manager on duty shifts as required.
- Provides leadership to the branch pool and spa operations in regard to compliance and general maintenance needs.
- Implement and utilize YMCA service standards (training will be provided) throughout the Facility.
- Participates in and Co-Chairs branch Health & Safety committee.
- Collaborates with peers and provides consistent delivery of supply and services in line with association and department policies or initiatives.

What You Bring:

- Minimum two (2) years of post-secondary education preferably leading to the Maintenance Management Professional (MMP) designation or equivalent is recommended
- Five (5) years' experience in building operation, proven trade experience or certification in one or more of the following areas:
 - Electrical/Plumbing/Carpentry
 - Mechanical & HVAC systems including operation of a BAS control system (understand, troubleshoot and adjust)
 - General contracting or maintenance technician
 - Pool operations CPO/BPO (required or obtainable)
 - Health & Safety worker certification (required or obtainable);
- Three (3) years relevant work experience in building Operations and/or Maintenance and cleaning processes and procedures
- Strong communication skills, both written and verbal
- Excellent interpersonal and coaching skills
- Three years' proven supervisory and budgetary management experience
- Computer literate in email, and basic word/excel software
- Possesses a strong work ethic and strong organizational and planning skills
- Certified in Standard First Aid and CPR and experience with Health and Safety requirements
- Current Police Records Check will be required as a condition of employment

Ready to Make a Difference?

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles!

Interested in applying? Please submit your resume to: Mike Dunn, General Manager Facility Assets by March 19, 2025, at: michael.dunn@ymcahbb.ca