

## Facilities Services Manager

### Organizational Overview

Peterborough Housing Corporation (PHC) is the largest single provider of community housing in the City and County of Peterborough. We provide rent-geared-to-income and affordable housing for seniors, single adults, and families, providing homes to over 4000 residents in our community. Our portfolio is a mix of high-rise apartments, townhomes, walk-up apartments, semi-detached homes, and quad-plexes. PHC employs approximately 42 committed and compassionate employees who provide support to the tenants.

### Position Summary

Reporting to the Director of Operations, the Facilities Services Manager is responsible for the daily oversight of PHC owned and managed properties, ensuring that residential buildings, including commercial spaces, are functionally safe, and well maintained. This is achieved through the implementation of a comprehensive preventative maintenance program, the management of on-demand and preventative repair requests and the supervision of contracted services to ensure quality service delivery. In addition, the Facilities Services Manager is responsible for the management of life safety, security, and access control systems, including overseeing fire safety compliance, emergency preparedness, and security programs to ensure the safety of residents, staff, and visitors.

*(Refer to Job Description for complete position summary)*

### Main Responsibilities

**Preventative Maintenance Program:** The Facilities Services Manager is responsible for developing, implementing and monitoring PHC's preventative maintenance program by establishing and delivering on service quality standards.

**Facilities Services Priorities:** Using best practices, industry trends and available data, the Facilities Services Manager, establishes short and long term priorities for the department ensuring legislative and regulatory compliance.

**Contract Management:** Responsible for procurement to secure third party vendors to support the achievement of the Facilities department service plan including identifying cost-effective opportunities to deliver the services.

**Emergency Management:** The Facilities Services Manager is responsible for establishing, implementing and monitoring PHC's emergency plans, ensuring alignment with best practice and regulatory requirements.

**On-Call Program:** Manages the on-call program by preparing the internal on-call schedule as well as maintaining and monitoring the after-hours contractor on-call schedule to ensure that services to residents can be delivered outside of PHC business hours.

**Building Security and Access Control Systems:** Responsible for establishing and enforcing security protocols including conducting regular risks assessments and implementing necessary improvement to enhance resident security.

**Workspace Allocation:** Oversees PHC's corporate space allocation and ensures compliance with the Workspace Allocation Directive, including workspace set-up and equipment installation in accordance with established guidelines.

**Leadership and Supervision of Department Staff:** Provides a supportive and positive work environment for a team of seven (7) full-time staff by effectively communicating clearly defined performance expectations, providing regular coaching, feedback and development opportunities and ensures adherence to PHC policies, directives and workplace practices.

**Other:**

- Due to the nature of this position, the Facilities Services Manager will be required to work in the field 70% of time and in office 30%. Due to the nature of the position, the Facilities Services Manager is not eligible for remote work agreements.
- Participates in the after-hours on-call program.

**Required Qualifications**

1. 3-year post-secondary Diploma or equivalent certification in facilities management or building technology/trades.
  2. Demonstrated knowledge of residential building, construction building requirements, and preventative maintenance.
  3. Demonstrated knowledge of building codes, municipal by-laws, and various trades/contract administrations
  4. Experience reading blueprint/technical specifications.
  5. Demonstrated ability to assess risk to property, self, others and implement mitigation strategies within the parameters of the position.
  6. Proficiency in word processing, spreadsheet and database software applications.
-

7. Demonstrated knowledge of working within a skills trades' environment, and the Ontario Occupational Health & Safety Act.
8. 3 years' experience managing/supervising staff in a unionized environment.
9. Demonstrated ability to develop and implement programs, that include set deliverables, performance objectives, monitoring and reporting.
10. Demonstrated knowledge of project management.
11. Exceptional communication and interpersonal skills, with the ability to build relationships and effectively engage with staff across the organization.
12. Demonstrated ability to manage competing priorities and meet deadlines.
13. Demonstrated ability to providing exceptional customer service, holding self and others to the highest standard to deliver quality services.
14. Respectful of others' diversity of opinions and perspectives.
15. A self-starter who consistently displays a positive, is confident, and approachable.
16. Valid driver's license, insurance, and access to a reliable vehicle
17. Ability to travel as needed.
18. Acceptable Police and Vulnerable Sector check.

## Application Information

<b>Classification:</b>	Non-Union Exempt	<b>Competition Number:</b>	05-2025
<b>Salary Range:</b>	\$67,977.21 – 94,413.36 (2025 rates), salary will undergo review in 2025		
<b>Employment Status:</b>	Permanent, Full-time - 35 hours per week		
<b>Location:</b>	PHC Administration Office, 526 McDonnell Street, Peterborough		

In addition to a competitive salary, PHC offers a comprehensive total rewards package designed to support employee health, well-being, and work-life balance, including:

- Three (3) weeks of paid annual vacation, increasing annually with years of service;
- Five (5) paid lieu days annually;
- Participation in the OMERS defined benefit pension plan, ensuring financial security for your future;
- Extended health and dental coverage, life insurance, and both short-term and long-term disability benefits. Additionally, PHC provides a Health Care Spending Account to help cover eligible health-related expenses;
- Employee Assistance Program (EAP) to support your mental and emotional well-being;

- Maternity leave top up program (93% of base salary); and
- Ongoing personal and professional development opportunities for our staff through training programs and wellness initiatives.

Qualified applicants are invited to submit one file containing a résumé and cover letter quoting file number **05-2025** on the file as well as in the subject line, no later than **4:00 p.m.** on **Thursday, April 24, 2025**, to [Human Resources](#).

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Peterborough Housing Corporation will work collaboratively and respectfully with you in all stages of the recruitment process and throughout your employment. If you require accommodation at any stage of the hiring process, please advise Human Resources.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.