

MANAGER, FACILITIES AND CENTRAL SERVICES

If you're looking for a challenge and a chance to grow your career alongside the best and brightest in the industry, you'll find it at Harper Grey. We are currently seeking a **Manager, Facilities and Central Services** to join our team and work with a vibrant team-oriented group of people. Reporting to the COO, this role is responsible for providing exemplary services to the Firm through the operations of Facilities, Reception, Catering and Central Services.

WHAT YOU'LL BE DOING

- Providing leadership and oversight of the day-to-day operations of the Facilities, Reception, Catering and Central Services departments, including establishing goals, prioritizing projects and tasks, and ensuring appropriate staffing levels to provide outstanding client service with a focus on quality;
- Direct supervision of Facilities, Central Services, Reception and Catering staff, including departmental hiring, training, coaching, mentoring, conflict resolution, performance management, and conducting annual reviews;
- Establishing and implementing goals and objectives for the operations of the department and maintaining accountability and performance management processes;
- Developing and standardizing processes for all central services areas, including key performance indicators;
- Identifying, evaluating and implementing efficiencies and improvements to existing and new processes and procedures;
- Preparing annual budgets and monitor actuals against budgets, raising any issues and cost reduction strategies with the COO. Provide forecasts and updates to COO as changes occur;
- Ensuring premises are always maintained and in good repair. Conducting regular inspections of the premises, overseeing minor repairs and following up with building management and outside suppliers to correct deficiencies in a timely manner in accordance with safety and Firm standards;
- Monitoring and managing any issues with building management, including but not limited to security, HVAC, electrical, and plumbing issues;
- Managing all internal office moves, developing moving plans to ensure orderly execution and ensuring resources are allocated to complete the moves. Overseeing any work performed by outsourced movers;
- Ensuring inventory records of all furniture, equipment and assets, including purchase dates, price, service repairs and product specifications are current and accurate. Identifying and providing recommendations for disposition, repair and purchasing, and developing capital asset refresh cycles;
- Managing and ensuring vendors adhere to service level agreements. Working with senior management in recommending any vendor or service level changes;
- Ensuring competitive pricing from suppliers and researching new suppliers, where appropriate;
- Developing and maintaining departmental standards, processes, policies and guidelines as required;
- Overseeing the inventory management of supplies to ensure efficient ordering processes and service levels are maintained for business services;
- Establishing and maintaining relationships with key vendors and contractors to ensure high quality service;
- Liaising with building management on all building related matters while maintaining good relations;
- Active member of the Firm's Occupational Health and Safety Committee and Space Planning Sub-Committee;
- Completing *ad hoc* projects, as requested; and,
- Other duties as assigned.

WHAT WE ARE LOOKING FOR

- Post-secondary education in Facilities Management or equivalent work experience, preferably in a professional services environment;
- PMP and/or FMP certification considered an asset;
- A minimum of seven years of managerial experience, with a proven ability to develop team relationships and guide/lead a team to high quality results;
- Advanced computer skills with Word, Excel and Outlook;
- Experience with establishing and monitoring budgets, expenditures and forecasting;
- Thorough knowledge and understanding with extensive experience pertaining to Occupational Health and Safety standards and requirements, and;
- Excellent communication skills and a focus on exceptional client service.

WHAT YOU BRING

- Commitment to providing outstanding client service;
- Proven leadership abilities to motivate, inspire and unite teams and colleagues;
- Excellent organizational skills with a strong attention to detail to produce high quality and accurate work;
- Demonstrated integrity, flexibility, professional judgement and collaborative approach to work;
- Ability to prioritize tasks by deadline, work calmly under pressure and manage high volume of work in a fast-paced, team-oriented environment;
- Strong written and verbal communication and presentation skills;
- Ability to work both independently and collaboratively, with very strong interpersonal skills;
- Hands-on and proactive management style;
- Ability to partner and communicate effectively with all levels of the firm, including third parties;
- Strong initiative and demonstrated track record as an outstanding problem-solver and analytical, strategic thinker;
- Solid decision-making skills coupled with the ability to adapt to changing demands;
- Solid project management skills with the ability to work effectively with minimal supervision, and;
- Professional, collaborative, can-do, “roll up your sleeves and pitch in where needed” attitude.

WHAT WE OFFER

Our people are the heart of our firm – we say it often and with good reason. It is only through our people’s skills, ambition, dedication and hard work that we can deliver the excellent level of client service our reputation is built upon. While our expectations are high – so are our rewards. Our generous competitive compensation package is just one component of our total rewards package.

Compensation + Benefits

- Competitive salary with structured annual reviews
- Extended health and dental coverage
- Employee and family assistance program
- Life and accidental death and dismemberment insurance
- Short- and long-term disability insurance
- Paid or banked overtime
- Vacation time, sick time and personal time allotment

Work Perks

- Firm social events
- Casual day every Friday
- Continuing education/tuition allowance
- Group RRSP plan with matched contributions

Work / Life Integration

- Robust health and wellness program
- Fitness program annual subsidy
- Sports teams
- Recognition of service milestones
- Personal days to help balance outside commitments

WHO WE ARE + HOW WE WORK

We are a dynamic and diverse group of highly skilled people working together to deliver excellent service to our clients. When you join our firm, you join a culture of excellence, collaboration, camaraderie and respect. We're a great place to grow your career.

Our core values focus on developing a diverse, inclusive and respectful workplace that encourages and supports differences and promotes innovative perspectives. We are committed to maintaining and expanding the diversity of our firm's lawyers and staff and creating an inclusive environment in which everyone can flourish.

APPLY

This is an excellent opportunity to join a dynamic firm that values innovation, initiative and resourcefulness. Are you a motivated and creative team player? Do you think the fast-paced hands-on role we have described would be a perfect fit for your skillset?

If so, we cannot wait to meet you and invite you to submit your resume by email to Maggie Edwards.

Maggie Edwards, CPHR
Director of Human Resources
E: medwards@harpergrey.com
P: 604.895.2857

We encourage applications from all qualified candidates, including those with disabilities. Accessibility accommodations can be made confidentially throughout all stages of the recruitment and selection process by contacting Maggie Edwards.

We will carefully consider your application during the initial screening and will contact you if you are selected to continue in the recruitment process. We thank all interested applicants, however, only those under consideration will be contacted.

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If this job isn't for you, perhaps you have a friend who would be a perfect fit. Send them this link. Thanks!!