



## Global Maintenance Job Description Operations General Manager

Polonia Centre, on behalf of Global Maintenance, is seeking a proactive and dynamic leader with experience in managing a Contractor based Renovation & Maintenance Company for a long term career position. The successful candidate will oversee and effectively manage the operational and financial performance for multiple projects, including renovation and maintenance services for numerous multi-unit housing complexes and individual residential properties. As the General Manager, you will be directly responsible for staff management, contractor relations and the overall operations and direction of the Maintenance and Renovation, while strategically developing brand recognition within the marketplace. Additionally, you will be responsible for client retention programs and strategies in order to deliver the highest quality and exceed customer satisfaction at competitive, cost effective rates. You will report, work and act as a resource person to the Board of Directors or its duly appointed delegate.

### Some of the expected duties will include:

1. Responsibility for Quoting, Bidding, Tender RFQ's and Proposal generation for Renovation / Refurbishment and Maintenance projects.
2. Generate formal written proposals, define terms and specifications and prepare quotations for individual projects and long term contracts.
3. Maintain existing Contract Agreements and fulfill project obligations.
4. Identify, seek and acquire new Business opportunities for maintenance, renovation, additions and related residential or commercial projects.
5. Manage administration staff for Purchasing, Payroll, Accounting, Contractor Agreements and Quality Control.
6. Develop and maintain reliable Sub-Contractor base to complete Project assignments.
7. Establish initial Scope of Work definition and track, quantify and invoice project change orders.
8. Manage and distribute Sub-Contractor work.
9. Supervise and inspect job site performance and contractor results for completion, quality and compliance to defined specifications and customer satisfaction.
10. Provide monthly statements and reports and present updates to the Board of Directors.
11. Attend regular monthly Board of Director's meetings, general membership meeting and other occasional special meetings, as required.
12. Interface with professional services and clients such as company accountants and auditors, Legal Counsel, City of Windsor Departments and other related organizations.

13. Seek opportunities for Value – Added property acquisition, renovation and resale.
14. Incorporate existing external client base and projects to be completed under the Global Maintenance brand.
15. Establish the Global Maintenance brand recognition and reputation as a high quality reliable source for project completion at competitive and cost effective rates.
16. Other duties as required.

**Global Maintenance Company** provides many professional maintenance services including janitorial, handyman, and general home maintenance services. We are qualified and experienced in all types of interior and exterior residential and commercial property renovations such as: painting, drywall, flooring, ceramic work, roofing and window & door installations. Recommendations and quotations on renovation projects are prepared by qualified personnel. Landscaping and yard maintenance services are available at competitive prices.

**Qualifications:**

- Will have over 5 years of various related Property Maintenance and Renovation experience.
- Experience with Non-Profit Housing and presenting/reporting to the Board of Directors & Sub-Committees.
- Knowledge of operational procedures, general maintenance, construction, contract tendering, and negotiations.
- Experience in managing staff and a commitment to supporting a team-focused environment.
- In-depth knowledge of financial terms including accounting, budgeting, forecasting, and variance reporting.
- Highly experienced in business development strategies to increase renovation client portfolio.
- Ability to engage a team of trades, contractors and other personnel and lead them to success through daily operations.
- Demonstrate effective and professional conflict resolution and customer service skills for interaction with clients, contractors and suppliers.
- Ability to work well under pressure and balance multiple priorities & assignments to meet deadlines.
- Proficient in computer skills (MS Office).
- Languages; Polish is an asset but not a requirement. Written & verbal English skills are a must

**Requirements:**

- University Degree, College Diploma, Post-Secondary Certifications or equivalent related experience.
- Independent Contractor and Sub Trades experience.
- Portfolio of completed projects, clientele base and referrals.
- Management experience.
- Possess a valid driver's license.
- Must be able to provide Police clearance.

**Submission Details:**

- Please submit your resume by September 04, 2017 **detailing how you qualify for the position** along with related experiences via email to [victorw@cogeco.ca](mailto:victorw@cogeco.ca) with **PCGM General Manager** in the subject line.
- Please note, only those selected for an interview that have proven their qualifications and completed the required submission details, will be contacted.