

Hub Facilities Manager

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking for a **Hub Facilities Manager** to join our team in a **full-time permanent** role. TNO is a great place to work, and we make a difference in the communities we serve.

If you're passionate about making a difference and thrive in a fast-paced environment, we'd love to hear from you!

POSITION SUMMARY

The Hub Facilities Manager will lead the planning, organization, and implementation of new and ongoing facilities maintenance and custodial services of the Thorncliffe Park Community Hub (the Hub) and TNO led hubs and locations. This role involves providing leadership to facilities teams and direct support to TNO and Hub partners, ensuring that the site facilities meet the needs of all staff, partners, and clients.

DUTIES & RESPONSIBILITIES

- Implement, maintain, and continuously improve a preventative maintenance program, ensuring all required checks are executed, promptly logged, and documented.
- Manage all facility maintenance programs, including but not limited to HVAC, leased and owned assets, security systems (cameras, alarms), janitorial services, and waste collection.
- Regularly inspect the Hub to ensure compliance with safety, cleaning, and sanitation standards.
- Arrange for repair work by vendors and maintenance personnel, ensuring high standards are met.
- Manage the storage of materials and supplies for the Hub facilities.
- Ensure all safety requirements are followed by users and respond to emergency call-backs during off-duty hours.
- Work with Hub management team to ensure there is adequate logistical support for projects, programs, and facilities administration of keys, deliveries, security, elevator, etc.
- Perform training on site processes as needed.
- Ensure compliance with all building and safety related legislation
- Co- Lead the Joint Health and Safety Committee
- Plan and implement facilities processes and policies for the hub, such as a preventive maintenance program, emergency protocols, safety planning etc.

- Develop and oversee the facilities maintenance and management budget
- Provide strategic direction and leadership to appropriate staff
- Develop short- and long-range capital upgrade and maintenance plans.
- Oversee the maintenance, repair, and installation of a wide variety of equipment.
- Hire, procure, and manage appropriate staff and vendors for efficient facilities operations, including but not limited to caretaking, pest control, and repair technicians
- Training and orientation to staff and partners as needed
- Ensure compliance with Ontario's health and safety regulations and fosters an environment prioritizing the safety and well-being of staff, partners, and clients
- Develop and implement safety procedures, including emergency evacuation plans and incident reporting protocols
- Serve as a key member or co-lead of the Joint Health and Safety Committee (JHSC), ensuring regular meetings, inspections, and documentation
- Actively participate in joint health & safety committee meetings for all sites, ensuring facility plans remain aligned with emerging needs while maintaining alignment with overall strategic objectives.
- Build and maintain effective relationships within the Hub and tenant partners to provide timely and consistent advice on facilities-related issues.
- Engage partners and ensure that facility related rights and responsibilities are understood and implemented uniformly by all partners
- Maintain an environment of continuous improvement by engaging in TNO and Hub initiatives relevant to the facilities management.
- Provide ad hoc facilities support to TNO and tenant partners as needed.
- Contribute to a positive workplace culture with goals of sustainability, innovation, connection, and appropriate internal communication.
- Actively participates in program's community development activities including advocacy, outreach and community engagement and empowerment activities
- Participates in and supports local community events

QUALIFICATIONS & EXPERIENCE

- Diploma or eligible combination of experience and education, preferably within Facilities Management, Property Management, Engineering (e.g., Civil, Mechanical, or Electrical), Building Operations, Business Administration (with a focus on operations management)
- 5+ years of experience in Facilities Maintenance
- Demonstrated leadership, team building and team management skills
- Strong understanding of building infrastructure (HVAC, Electrical, Plumbing, Refrigeration, etc.) and building automation
- Strong communicator with proven ability to manage a team and work in multi-partner settings
- Strong computer and Microsoft 365 skills (Word, Excel, PowerPoint, Outlook), database software, reporting and survey tools

- Knowledge of WHIMIS, Occupational Health and Safety Act, LEED, and other building/property sustainability programs and accreditation are assets
- Certifications and training such as working at heights, areal work platform, first-aid/CPR, forklift operation, and general contracting are assets
- Deep understanding of anti-racist, decolonizing, and anti-oppressive principles as they relate to newcomer, refugee, and immigrant communities in Ontario
- Availability to work evenings and weekends as required by the role
- Flexible to regularly travel within Toronto

Screening – As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

Job Type: Full-Time Permanent Position

Work Location(s): 45 Overlea Blvd. Toronto, ON M4H-1C3

Schedule: 35 hours per week. Evening and weekend work may be required as decided by program needs.

Benefits:

- Personal Emergency Leave
- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance
- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your resume and cover letter to recruitment@tno-toronto.org with the subject line “Application for Hub Facilities Manager” by February 9th, 2025. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities, and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please let us know. We thank all applicants for their interest but only those selected for further consideration will be contacted.