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**POSITION:** Lead Building Operator

**REPORTING TO:** Manager Operations,  
Facilities Management Services



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**Purpose and Scope:**

This position is responsible for the day-to-day delivery of services, maintenance and operations of assigned equipment and systems for client buildings/facilities. The incumbent ensures compliance with all regulatory and code requirements, as well as assists/supports facility efficiencies and enhancements.

**Primary Duties:**

- Overall responsibility for day-to-day service delivery and customer satisfaction.
- Fosters a culture of: continuous improvement (maintaining quality and safety requirements); and customer service excellence within service delivery team.
- Works closely with/manages Operating Engineers on day-to-day deliverables.
- Provides training, coaching and mentoring to employees in safe practices/procedures.
- Ensures compliance with 24/7 on site coverage requirements.
- Ensures compliance with regulatory/code requirements within scope of services.
- Liaises with regulatory agencies as required
- Integrates with/develops a productive working alliance with client service delivery teams providing support as directed.
- Self-performs/administers through staff: maintenance and operations including but not limited to preventative/corrective/demand maintenance; inspections/tours of equipment, systems, and areas; and task/work plan documentation including CMMS
- Responds to emergency calls when directed.
- Familiar with all aspects of plant/building operations including but not limited to HVAC, mechanical, electrical, plumbing, and ensures systems operated in a safe/efficient manner.
- Conducts inspections on mechanical, electrical and HVAC systems and related equipment including water treatment, boilers, heat pumps, roof top units, air conditions, etc., as per work plan and completes appropriate record logs.
- Takes readings/reviews major equipment readings either directly or through Building Automation System (BAS) including but not limited to mechanical, electrical and HVAC systems and related equipment.
- Supervises/carries out preventative maintenance tasks as prescribed on equipment/systems.
- Completes repairs/maintenance as required including belts, pulleys, filters, etc.
- Responds to client/tenant concerns in a timely manner and applies engineering principles/problem solving techniques to evaluate/resolve operating issues as required.
- Manages maintenance/construction projects within a large complex environment.
- Ensures work/equipment areas are maintained in a clean/safe/professional manner.
- Coordinates and schedules equipment maintenance/repair/replacement with appropriate subcontractor.
- Recommends equipment upgrades to improve reliability/efficiency.
- Ensures health, safety, and security procedures are adhered to; reports concerns to appropriate parties in a timely manner.
- Completes duties/responsibilities with initiative and minimal supervision.
- Adheres to company's Quality Management System and operating policies/procedures.
- Ensures job functions are performed in a safe/healthy manner, abiding by and in accordance with applicable Health, Safety and Environmental company policies and government legislation/ regulations.

- Demonstrates leadership; inspires/engages staff; builds a team environment fostering trust/respect; promotes innovative thinking.
- Demonstrates ongoing, continuous learning; maintains knowledge of current trends/technological advancements in field, including up to date knowledge of bylaws, codes, regulations and standards.
- In collaboration with next level of management, defines skill and competency gap and creates/implements personal/career development plans.
- Responds to emergencies.
- Perform other duties as assigned.

**Qualifications:**

- 4th Class Operating Engineers Certificate in good standing; and/or
- Refrigeration "B" certificate is an asset.
- May be required to possess valid driver's license.
- Minimum 5 years of consecutive experience in related facilities operations and maintenance.
- Demonstrated leadership skills and ability to lead/inspire staff and build a team environment that fosters trust and respect.
- Sound knowledge of building systems and operations.
- Computer literate including BAS and CMMS.
- Ability to meet customer security clearance requirements.
- Strong customer service, communication and leadership skills.
- Able to work independently with minimal direction and respond to emergency situations.
- Strong time management skills and ability to prioritize work to deliver successful results within agreed upon time frames.
- Able to foster a culture of continuous improvement and customer service excellence within service delivery team.