



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

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## Maintenance Manager

<b>Job ID</b>	<b>30-90-60-82-BF-0F</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=30-90-60-82-BF-0F">https://careers.indigenous.link/viewjob?jobname=30-90-60-82-BF-0F</a>	
<b>Company</b>	Tricon Residential	
<b>Location</b>	Toronto, Ontario	
<b>Date Posted</b>	From: 2020-11-23	To: 2021-05-22
<b>Job</b>	Type: Full-time	Category: Maintenance
<b>Languages</b>	English	

### Description

#### Who We Are

Founded in 1988, Tricon Residential is a rental housing company focused on the middle market demographic. We own and operate approximately 30,000 single-family rental homes and multi-family rental units across the United States and Canada, managed with an integrated technology-enabled operating platform. Tricon Residential is publicly traded on the Toronto Stock Exchange (TSX: TCN) and headquartered in Toronto, Ontario. We have significant US operations in Santa Ana, California and rental properties in 21 markets, primarily in the sunbelt, across 10 states. Tricon Residential strives to be North America's premier rental housing company. We take care of our team first -- empowering and inspiring them to provide our residents with exceptional customer service and to realize the positive impact they can make on local communities. By providing an enhanced customer experience, our residents rent longer, treat our properties like their own and refer more new customers, thereby generating positive returns for our investors and shareholders.

#### About the Role

Reporting to the Senior Property Manager, the Maintenance Manager is responsible for maintaining the physical integrity of the community at all times. This involves ensuring a safe and secure living environment for residents, visitors, and staff. It is their duty to anticipate, identify and correct any, and all problems involving the property and to work with senior management to implement procedures that will prevent such problems. Additionally, the incumbent is a strong team leader with a track record for building and managing teams who consistently deliver on and exceed services standards. They are responsible for overseeing the maintenance team. The team is responsible for ensuring that an effective program of maintenance is followed and/or implemented in order to; maintain a safe environment, cultivate resident satisfaction and protect the investment of the building property owner. Finally, to support our growth, this role is required to lead the evolution of the function, developing and implementing processes and systems that maximize its performance.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

##### Customer Service

• Act with integrity and demonstrate support for our core values

- â€¢Maintain an overall focus on enhancing the customer experience by expecting and providing high standards and excellence

- â€¢Promote a strong customer service culture among all staff

- â€¢Demonstrate and maintain professional relationships with internal team members, direct reports, leadership, and vendors

- â€¢Communicate with residents on the status of maintenance repairs, in a courteous and professional manner

#### Management

- â€¢Responsible and accountable for the leadership, supervision and activities of all maintenance site staff, service providers, and contractors

- â€¢Responsible for assigning and directing employees in a manner that maximizes the efficiency of the resources available in both planned and unplanned maintenance related activities

- â€¢Review operational schedules and coordinate maintenance activities to ensure production and quality of service meets both internal and external customer specifications; develop and publish daily/weekly/monthly maintenance schedule.

- â€¢Mentor, teach, and inspire team members by establishing expectations, actively communicating, and proactive one-on-one interaction

- â€¢Responsible for maintaining control and oversight for supply inventory at the property

- â€¢Instill a "safety first" attitude not only with maintenance technicians but with all employees

- â€¢Be the single point of contact in Maintenance for implementation of corporate processes, training, and enforcement of policy

- â€¢Conduct team meetings to communicate project updates, completion, or changes

- â€¢Accountable for developing direct reports and their performance reviews, in consultation with the Senior Property Manager

- â€¢Ensure compliance with all legislation, including but not limited to, the Residential Tenancies Act, Employment Standards Act, Fire Code, RentSafe TO Program, and Ontario's Occupational Health and Safety Act

#### Maintenance

- â€¢Act as a training and quality control resource to ensure proper workflow for all maintenance work.

- â€¢Maintain oversight (for quality, spend, and/or completion) of all work performed by in house technicians and external vendors.

- â€¢Maintain accurate records regarding preventive maintenance, service requests (received and completed, apartment make-ready status, work-in-progress, etc.)

- â€¢Schedule and perform minor and routine maintenance on all appropriate equipment on a regular basis. Inspects and maintain all tools and equipment in excellent condition.

- â€¢Maintain accurate records in Yardi

- â€¢Assume and share accountability as a member of the maintenance team to ensure maintenance work orders are completed in a timely manner (within 24 hours)

- â€¢Anticipate, advise leadership, and recommend solutions for all potential issues, schedule conflicts, or delays

- â€¢Ensure that all maintenance projects meet quality standards and within provided timelines and schedules.

- â€¢Review and evaluate repairs and maintenance requests to ensure they meet budgetary and

operational expenses

- Assist in completion of incoming and outgoing suite inspections and document as required
- Coordinate month-end duties and responsibilities, including but not limited to: suite pre-inspection, scheduling of contractors and staff for turnover of suites, monthly/quarterly/annual inspections of building equipment
- Ensure maintenance logs are completed correctly and according to company policy and all records stored and maintained.
- Other duties as assigned

#### Health & Safety

- Educate all staff about their role with respect to Health & Safety standards
- Must be aware of the condition of physical property and immediately correct unsafe conditions
- Ensure all vendors and contractors comply with the established health and safety policy, and immediately address any infractions, hazardous conditions, or damaged equipment
- Ensure maintenance staff wear prescribed Personal Protective Equipment (PPE) as required
- Ensure all staff adhere to and follow prescribed health and safety regulations and procedures in compliance and as per Ontario Occupational Health and Safety Act (OHSA).

#### Administration and Reporting

- Perform and document monthly site and vacant suite inspections, routinely follow-up to ensure all deficient items identified are addressed in a timely manner

#### QUALIFICATIONS:

- Skilled in repair and maintenance of all systems
- Experience in minor plumbing, electrical, HVAC and miscellaneous renovation repairs
- Ability to work on-call and overtime hours
- Ability to correspond (in writing and verbally) effectively with residents, management, team members, and vendors

#### REQUIREMENTS

- Minimum 3 years of experience in a managerial role with multiple reports
- College diploma or Trade Certification required, Bachelor's Degree in relevant field is preferred
- Previous multi-residential maintenance experience is an asset
- Intermediate level knowledge of MS Office and basic knowledge of Yardi is an asset.
- Commitment to serving residents in accordance to our Standards of Service
- Must possess exceptional communication and interpersonal relationship skills
- Strong problem-solving, and follow-up is required
- Self-starter and continuous learner with high degree of initiative, agility, flexibility, and professionalism
- Ability to work with a diverse group of people and interests while being culturally aware
- Possess knowledge of health and safety practices
- Ability to follow oral and written instructions and be able to maintain effective and cooperative working relationships
- Ability to work flexible hours

#### WORKING CONDITIONS

While performing the duties of this job, the employee is frequently required to move and traverse, extend limbs forward and/or overhead and grasp. While performing the job some exposure to

outdoor weather conditions. The noise level in the work environment is usually moderate, an ability to hear is required in order to communicate with assistants, resident staff, vendors and residents.

Additionally, the employee must;

•be able to bend, crouch or stoop.

•be able to talk and hear

•be able to lift and carry up to 50 pounds.

•have good vision

•have ability to talk and hear

### **How to Apply**

Please send a copy of your resume to [ljarick@triconcapital.com](mailto:ljarick@triconcapital.com)