

**Live-in Building Supervisor**  
**Permanent, Full-Time Position**  
**May 17, 2019**

**POSITION SUMMARY:** Guided by the mission, objectives and values of IRCOM House Inc. the Live-in Building Supervisor assists all tenants, program participants and staff and ensures provision of a clean and safe residential and work environment by:

- maintaining building and grounds,
- supervising maintenance staff and contractors,
- maintaining accurate records,
- supporting and educating tenants,
- monitoring all fire, safety and pest conditions, and
- supporting the Housing team and other departments

IRCOM House Inc. is a non-profit organization that provides safe, affordable, transitional housing for newcomer families from more than 20 different countries. IRCOM House Inc. operates two residential buildings: a 60 unit, 1, 2, 3 and 4 bedroom apartment block at 215 Isabel St., and a 66 unit, 2 and 3 bedroom apartment block at 95 Ellen St. IRCOM House Inc. is sponsored by the Immigrant and Refugee Community Organization of Manitoba, Inc., a non-profit charitable organization that assists newcomers to Winnipeg with accessible services and capacity building programs.

**CANDIDATE PROFILE:** The Live-in Building Supervisor is a key role at IRCOM House Inc. sharing strong people and technical skills in caring for the housing environment and the tenants. This individual provides important assistance to newcomer families as they integrate into the housing facility and wider community. This individual provides trusted support, timely, hands-on maintenance expertise, and practical information to tenant families and helps ensure that each family feels welcomed, safe and comfortable in their new home.

With guidance, support and supervision from the Housing Manager, the Live-in Building Supervisor will undertake the following duties and responsibilities:

**Building and Grounds Maintenance (55%)**

- Make minor repairs to plumbing and electrical fixtures, appliances, doors, walls and ceilings of suites, offices and community spaces
- Develop and implement schedules and procedures for preventive maintenance programs
- Ensure janitorial services to common building areas, grounds and snow removal are completed and that all building entryways are safe and attractively maintained
- Ensure IRCOM House Operations Manual procedures are followed, including regular inspections of suites, building envelope, systems and fixtures and report findings to Housing Manager
- Coordinate and supervise general maintenance, renovations, and structural and infrastructure projects in consultation with contractors
- Ensure all maintenance activities are delivered within cost, design, technical and scheduling criteria and have the prior approval of the Housing Manager
- Troubleshoot problems and prepare, analyze and develop solutions to address complex, building performance and system issues
- Ensure compliance with building code and make recommendations to Housing Manager to resolve any deficiencies

- Assist Housing Manager in preparation of annual and long term facility maintenance, procurement and upgrade plans
- Be 'on call' after regular work hours as per schedule developed by Housing Manager in order to respond to alarm activations and address other emergencies

#### **Staff Supervision and Training (10%)**

- Supervise and co-ordinate the work of Building and Grounds Maintenance Workers for cleaning, snow removal and landscaping operations
- Train Building and Grounds Maintenance Workers in WHMIS (Workplace Hazardous Material Information System) and implementation of Safe Work Procedures (SWP)

#### **Contract, Records and Inventory Management (10%)**

- Prepare and submit requests for proposals/quotation and specifications, analyze bids, negotiate pricing and recommend contract awards for all property and facility management functions to Housing Manager for approval
- Schedule and co-ordinate approved maintenance and repair work done by trades, consultants and inspectors
- Monitor progress, quality and cost of all contract labour and supplies and ensure work is compliant with regulations, and is done safely, on time and within budget
- Maintain up-to-date and accessible contact information of current and former contractors and external service providers
- Maintain accurate records of all maintenance activities, noting date and location of requests, type of repairs, length of time between request and completion of work, and time and supplies required in collaboration with administrative support
- Prepare and submit orders for maintenance supplies and equipment to Housing Manager for approval
- Maintain up-to-date inventory of all supplies, equipment and tools
- Maintain accurate records of daily, weekly, monthly, quarterly, semi-annual and annual fire safety inspections and reports

#### **Tenant Education, Support and Relationship Development (10%)**

- Assist Community Resource Team to provide orientation and training for all tenants regarding basic home maintenance, cleaning, and furniture disposal
- Arrange for tenants to move cars from parking lot for snow clearing in coordination with the staff team
- Train, mentor and supervise tenant volunteer cleaners and coordinate with building and maintenance workers
- Support on-site community building and tenant activities
- Monitor tenant safety needs and work with team in developing supports

#### **Health, Fire & Safety Management (10%)**

- Ensure general security of building by maintaining security and safety measures and standards
- Develop and implement schedules and procedures for safety inspections with trades and building systems contractors
- Serve as primary after hours contact with onsite contracted security personnel
- Monitor pest control issues throughout and around building and advise Housing Manager to arrange for pest treatment

- Arrange annual Fire Safety Inspection, repairs and reporting
- Respond to emergency facility, property and security situations on a 24 hour basis when on call
- Maintain clean, orderly work space and ensure safe usage and storage of all maintenance supplies and equipment according to WHMIS protocols
- Monitor use of heat treatment room
- Ensure generator is functional in event of power outage

#### **Team & Inter-Departmental Support (5%)**

- Cover second site Building Supervisor responsibilities as required or assigned
- Participate in weekly team meetings, monthly staff meetings and other staff events
- Participate in ongoing professional development
- Comply with all applicable IRCOM House Inc. and IRCOM Inc. policies, procedures and guidelines
- Maintain constructive, positive communication with all staff members, contractors and service providers
- Perform other duties as required by the Housing Manager or designate

#### **Qualifications**

- Degree or diploma in Building Technology, Property/Facility Management and/or equivalent training
- Demonstrated proficiency in basic electrical, mechanical, plumbing, and home repair skills including but not limited to drywall/taping repair, painting, cabinet repair, door adjustment , etc.
- Demonstrated proficiency and experience using maintenance and janitorial equipment including hand and power tools
- Knowledge of WHMIS principles and Safe Work Procedures
- Working knowledge of building systems, current building codes and standards, maintenance practices, and occupational health, safety, and labour regulations
- Working knowledge of Residential Tenancies legislation, procedures and RTB hearings
- Demonstrated ability to deal effectively with employees, trades, contractors, consultants, government departments and the public
- Strong interpersonal skills and ability to build and maintain trust
- Must possess strong written and oral communication skills in English
- Must be open-minded, resourceful, highly motivated, creative and able to work independently and as part of team
- Strong analytical and problem solving skills and demonstrated ability to provide innovative and effective solutions to troubleshoot and address property/facility and maintenance issues in a cost effective, timely and creative manner
- Proven ability to handle conflict and emergencies in a positive and professional manner
- Proven ability to set priorities, manage conflicting priorities and adapt to changing circumstances
- Demonstrated budgeting, cost management and record keeping skills
- Working knowledge of Microsoft Excel and Word
- Ability to lift 30 kgs
- Ability to climb 10 ft ladders
- Valid Manitoba driver's license and access to a reliable vehicle
- Provide clear and current child abuse registry and criminal record checks

- For more information about employment at IRCOM and key qualifications and qualities we seek in all candidates, please see: <http://www.ircom.ca/about-us/employmentopportunities/>

**Desired Qualifications**

- Several years experience in residential property management or equivalent
- Experience working in the social housing sector or the not-for-profit sector, working with newcomers
- International education / experience
- Knowledge of additional languages is an asset (e.g. Arabic, Tigrinya, Somali and others)
- Certification in First Aid, CPR and Non-Violent Crisis Intervention is an asset

**Hours of work:** This is a full-time, permanent, live-in position with 24 hour on call responsibilities. The 37.5 hour per weekly time commitment allows for flexible scheduling with one day off/week guaranteed. IRCOM office hours are 9 am – 5 pm weekdays with frequent evening programming until 9 pm including some weekends.

**Wage:** \$17.90/hour

**Benefits:** Rent free, on site 1, 2, or 3 bedroom housing provided (depending on family size)\*  
Paid water, electricity and gas utilities\*  
Group Insurance benefits (after successful 3 month probation)  
Family friendly environment  
Professional development opportunities  
On site fully equipped workshop  
(\*taxable benefits)

**Application Information:**

IRCOM is an Equal Opportunity Employer. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, refugees, immigrants, visible minorities, persons with a disability, or any other groups that are typically under-represented in the workplace.

Your cover letter and resume must clearly indicate how you meet the qualifications.

Applications will be reviewed on May 31, 2019 and will be accepted until a suitable candidate is found.

To apply, please submit your resume and cover letter to:

Live-in Building Supervisor Selection Committee  
95 Ellen Street  
Winnipeg, Manitoba R3A 1S8  
Email: [hr@ircom.ca](mailto:hr@ircom.ca)  
Fax: 204 - 943 – 4810

We thank all who apply. Please be advised that only those selected for an interview will be contacted. Your cover letter, resume and/or application must clearly indicate how you meet the qualifications.