



Œuvre des Manoirs  
Ronald McDonald  
House Charities  
Ottawa

Keeping Families Close™  
Garder les familles ensemble

## **Facilities Operations Manager: \$65,000 per year (pro-rated for 3 days/week, equivalent to \$39,000**

### **Job Purpose:**

The Facilities Operations Manager plays a key role in ensuring the safe, efficient, and welcoming operation of Ronald McDonald House Ottawa. This part time position is responsible for overseeing the physical premises of the House, including building systems, grounds, security, housekeeping, and technology infrastructure. The Facilities Operations Manager ensures a safe, clean and supportive environment for CHEO patients and their families, staff, and volunteers. Ronald McDonald House Ottawa is about to open a 36-suite facility, expanding from 14 suites, making this an exciting time to join our team. We currently have 12 staff and 66 regular volunteers.

The existing building spans 11,000 sq feet and was built in 1984. The expansion spans an additional 25,000 sq ft and designed to carbon net zero, LEED Gold and Rick Hansen Gold certified for accessibility.

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### **Key Responsibilities:**

- Oversee daily operations of building systems, grounds, and equipment.
- Coordinate service and maintenance contracts (e.g., HVAC, security, IT, housekeeping).
- Implement and manage the RMHC Global Computerized Maintenance Management System - CMMS for our location.
- Ensure compliance with health and safety protocols and training emergency procedures, and infection control measures.
- Support capital projects and manage vendor relationships.
- Supervise cleaning staff, ensuring high performance and alignment with Ronald McDonald House Ottawa standards.
- Respond to urgent repairs and facility-related emergencies.
- Maintain accurate records of maintenance, inspections, and inventory.
- Proactively schedule maintenance to avoid disruption.
- Ensure alignment with Ronald McDonald House Canada and Global standards and procedures.
- Attend Ronald McDonald House Ottawa training as required from time to time.
- Perform weekly room inspections.
- Perform minor maintenance tasks as required (patching of walls, painting, as examples).
- Ensure the outdoor grounds, including parking, are well managed, maintained and safe.
- Promote a safe and welcoming environment for families, staff, and volunteers.

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**Core Competencies:**

- **Communication Excellence**  
Clear, professional communication with internal and external stakeholders.
  - **Relationship Management**  
Builds positive rapport with contractors, staff, volunteers, and families.
  - **Leadership**  
Models RMHC values and inspires high performance in others.
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**Qualifications:**

- Minimum 5 years of experience in facilities management (commercial or residential).
- Technical knowledge of building systems, security, and life safety.
- Strong organizational and problem-solving skills.
- Proficiency in Microsoft Office and facility-related software.
- Ability to lift up to 50 lbs.
- Respond to facility-related emergencies outside of regular work hours, as required.
- Valid driver's license and access to a reliable vehicle.
- Flexible schedule: available to work different shifts as needed.
- Bilingualism is an asset.
- Pre-employment Criminal Records Check and Child Abuse Registry Check required.
- Proof of COVID-19 vaccination required.
- Completion of one or more of the following BOMA certifications/designations will be considered an asset:
  - Facilities Management Certification
  - Building Systems Maintenance Certification
  - Systems Maintenance Technician Designation