

At OPAL by element, we are redefining retirement and aging. Our vision is to develop and manage vibrant, inclusive retirement communities for people of all ages to live in. Based on the revolutionary intergenerational concept, Element won an international award out of 950 projects worldwide!

The Opportunity

Be a part of our team!

Opal by Element, a new community due to open in Spring of 2019.

We are looking for dynamic, motivating people who are genuine and passionate about delivering service excellence and driven to make a meaningful difference in the day to day lives of our residents.

As the **Maintenance Manager**, you will be responsible for maintaining Element's high quality and service standards by effectively overseeing all aspects of regular maintenance requirements as they pertain to the efficient operation of the community.

This "jack of all trades" role oversees all areas of general maintenance at the community including painting, plumbing, carpentry and minor electrical work to ensure our residents are always satisfied.

Your Accountabilities

- Provide professional, friendly and courteous service to our residents, guests and staff
- Service and repair duties of residential and commercial/public areas
- Perform minor equipment repairs
- Responsible of replacing and maintaining adequate stock of lighting, bathroom and other fixtures that require frequent replacement
- Caulk drains, repair and replace fixtures and perform other related tasks as requested
- Support the Engineering team when required
- Work cooperatively with all departments, staff and residents
- Actively engaging in maintaining a safe work environment
- Performing other related duties as requested by Director of Resident Services and Concierge

Your Capabilities

Education:

- High School diploma or GED

Experience:

- Minimum of two years maintenance experience in directly related experience, hotel, hospital, shipping centre or office building preferred.
- Able to work flexible hours including weekdays, nights and weekends

Skills:

- Written and oral communication skills in English
- Basic Computer Skills
- Have a mechanical aptitude and good guest service skills
- Able to work safely with minimal supervision and be able to prioritize tasks
- Excellent customer service skills and interpersonal skills – Ability to focus attention on resident and guests needs, remaining calm and courteous at all times

- Ability to work well under pressure in a fast-paced environment

Behaviours

- Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.
- Take pride in your work. Do your very best.
- Willingly help out team members even if it isn't your job. Share ideas and feedback that will help the team perform at it's best. Recognize the efforts of others on the team. Accept feedback constructively.
- Build trusted resident relationships. You listen for understanding, maintain confidentiality and deliver on your commitments.
- Possess empathy for and understanding the needs of seniors and operate with a professional and courteous demeanor.
- Champion the Opal culture. You know that the resident and employee experience and satisfaction drives sustainable business performance and you actively live by the IMPACT values every day.

Visa Requirements: Applicants must be legally able to work in Canada

Your work environment

Physical Efforts:

- Constant standing and walking throughout shift
- Frequent lifting and carrying up to 50lbs
- Frequent kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps
- Crawling through confined spaces

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends
- Occasional local travel is expected with this position

Physical Environment:

- OPAL community at large

Reporting Relationships:

- Job Title of Immediate Manager: Director of Resident Services
- Job Title of Next Level Manager: General Manager

What's on offer?

- \$50,000 - \$60,000, depending on experience.
- Full employer paid benefits
- Ten (10) days of paid vacation

How to apply

Visit our careers page on our website and enter the required information and attach your cover letter and/or resume. <http://elementlifestyle.com/careers/>