



DÉLÉGATION DE L'IMAMAT ISMAILI • CANADA
DELEGATION OF THE ISMAILI IMAMAT • CANADA

Terms of Reference – Junior Building Operator

Background

The Delegation of the Ismaili Imam in Ottawa houses the Diplomatic Office of the Ismaili Imam in Canada, Aga Khan Foundation Canada (AKFC) and other agencies of the Aga Khan Development Network (AKDN). The building also provides an enabling venue for enlightened exchange on the important global human development issues of our time, especially those implicating Canada's distinctive leadership role in supporting improved quality of life in a rapidly-changing world.

The building is made available for:

1. Intellectual exchange on topics of interest to the mandate of the AKDN
2. Partnership events with Canadian institutions where these events build relationships which further the mandate of the AKDN
3. Meetings related to the functioning business of the organizations operating within
4. Outreach events which further the Canadian public's understanding of the AKDN

Position Summary

The Delegation of the Ismaili Imam is seeking an experienced individual to join its team as a Junior Building Operator on a full time basis. This individual will be part of the team that ensures the efficient functioning for the Delegation of the Ismaili Imam, a complex building consisting of office and event spaces. The individual will contribute to the day to day maintenance and operation of the site and ensure a clean and safe environment for occupants, event participants, and contractors. This position reports to the Manager, Building Operations. The starting salary range for this position is between \$55,000 and \$60,000.

Responsibilities

- Liaise with occupants and Contractors and maintain positive relationships.
- Help with the coordination of site visits
- Conduct and document inspections of the building and grounds as required (including roof inspections)
- Perform predictive and preventative maintenance on building structural elements and finishes, building equipment, HVAC systems and others as directed.
- Ensure life safety systems are operating efficiently.
- Identify and rectify any general maintenance issues including chiller and boiler inspections, replacement of filters, cleaning out cooling tower strainers, etc.

- Communicate and coordinate with contractors in obtaining quotes and ensuring work is sufficient.
- Advise manager on any building inefficiencies.
- Address occupant inquiries in regards to building maintenance.
- Assist with seasonal building requirements.
- Basic plumbing, carpentry, electrical and miscellaneous repairs.
- Carry out all maintenance task issued by the preventative maintenance software.
- Work with the Manager to create, acknowledge, complete, and close various work orders within the Building environment.
- Assist with the creation and management of purchase orders
- Respond to after hours emergency calls and priority work orders (on-call schedule is approximately 2 weeks per month or as schedules require)
- Advise the Building manager about any emerging Health and Safety issues; participate in Health and Safety meetings.
- Strong interpersonal skills with diverse groups of people.
- Demonstrated behaviour and demeanor befitting a diplomatic building.
- Other duties / projects as required.

Qualifications & Experience

- Two to five (2-5) years of previous relevant work experience preferably gained in a commercial property environment.
- BES I & II certificate preferred.
- Knowledge of and experience with Building Automation Systems
- Ability to fully participate in a rotating schedule for afterhours emergency response.
- Proficiency with Microsoft Outlook, Teams, and Word.
- Customer service orientated with ability to field questions promptly and professionally.
- Execute all work in a safe and professional manner and in compliance with Occupational Health and Safety Legislation guidelines and other applicable regulations
- Experience performing minor repairs, painting, drywall, electrical installations and plumbing.
- Ability to prioritize and schedule all work to meet deadlines.
- Some physical exertion is required in this position.

Assets

- Working at heights and First aid certifications preferred
- G Level Driver's License
- Availability to work some occasional early morning, evening, and weekend shifts is also required.

To Apply

Qualified applicants should submit a cover letter, resume and the names and contact information of three professional references via email by January 26, 2025 to: AKFC.HR@akdn.org

Subject line: Junior Building Operator

Please note that cover letters, resumes and professional references are essential to a full application. If they are not included, we may not be able to consider your application.

Only shortlisted candidates will be contacted. Applications will be reviewed on an ongoing basis. Please note that applicants must be eligible to work in Canada. The position is based in Ottawa and will require regular presence at the Delegation Building.

AKFC is committed to advancing gender equality and inclusion through our programming and operations in Canada and overseas. AKFC requires all employees to review and abide by the [AKFC Gender Equality Policy](#).

AKFC recognizes the importance of [safeguarding](#) and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates and the organization as a whole are kept safe from harm.