

Senior Manager, Facilities and Building Services Life Sciences Innovation Hub

The Life Sciences Innovation Hub (LSI Hub) at the University of Calgary is a one-of-a-kind facility located within University Research Park. The LSI Hub will offer access to space (office, wet and dry labs, prototype maker space), entrepreneurial and business development programming, mentorship, and technical expertise for research-intensive startups and developing companies.

The 127,000 square foot facility will be operated by Innovate Calgary on behalf of the University of Calgary and its partners. This new initiative has created a number of exciting employment opportunities for talented individuals in the areas of Life Sciences and Engineering laboratory management, building and facilities management, startup support and office support.

We offer the successful candidate competitive salary and benefits and the chance to grow with a dynamic group of highly educated and motivated professionals working in what we believe to be, a business of the future.

We are currently accepting applications for the following position:

SENIOR MANAGER, FACILITIES AND BUILDING SERVICES

Reporting to the Director, Special Projects, the senior manager will be responsible for the safe and professional management of the facilities and tenant services in the LSI Hub. The position will establish and maintain a track record of success toward building a culture of service excellence and client engagement including the ability to develop lasting business relationships and convert those relationships into further business development opportunities.

KEY ACCOUNTABILITIES

- Building and maintaining relationships with clients, and prospective clients while fostering a robust innovation and startup ecosystem;
- Negotiating and drafting all leasing and membership model standard form contracts;
- Ensuring compliance with University of Calgary design, engineering, safety and maintenance standards;
- Undertaking portfolio performance analysis and reporting to executive management and governance board;
- Providing leadership, direction, and coaching to all staff, 3rd party property management firms and service providers ensuring that all teams work cooperatively to maintain positive client, tenant and internal relationships;
- Directing the coordination of leased space construction projects;

- Developing, communicating and ensuring understanding of client service level agreements and standard operating procedures (SOP's) throughout the facilities;
- Working in partnership with laboratory managers and staff to create and maintain robust safety policies and procedures;
- Ensuring the annual review of all facilities manuals and standard operating procedures;
- Drafts and executes annual budgets for revenue, capital and expense funds including quarterly financial reviews and forecasting;
- Directs all departmental process audits in pursuit of operational excellence;
- Direct emergency response and business continuity planning for the facility including directing incident investigations, root cause analysis, and remedial efforts.

PERSONAL CHARACTERISTICS

- Strong leadership abilities while possessing a keen entrepreneurial spirit;
- Conduct business with a sense of calm urgency and sound judgement;
- Collaborative and diplomatic with all staff, stakeholders, partners and clients;
- Embraces operational excellence and lean management strategies;
- Able to operate both in the weeds and at high altitude;
- Results and accountability oriented;
- Motivational leadership.

REQUIRED SKILLS/QUALIFICATIONS

- 8+ years of facility/property management experience;
- Demonstrated experience and commitment to creating a culture of service and engagement;
- Proficiency in legal language of commercial real estate;
- Proficiency in regulatory requirements of commercial real estate;
- Proficiency in finance and budgeting for commercial real estate;
- Excellent written and verbal communication skills.

PREFERRED QUALIFICATIONS

- Post-secondary certification in business, finance or law;
- RPA or FMP designation is an asset.

Please direct expressions of interest and qualifications to hr@innovatecalgary.com.

We thank all applicants for their interest, however, only those persons from whom we need further information, or who are being considered for an interview will be contacted.

Position will remain open until a successful applicant is selected.