

Job #237 Operations Manager for Muskoka Estate



We are seeking an Operations Manager for a large, luxury, private estate in the Muskoka region. The Operations Manager will be responsible for the smooth operation of property maintenance, mechanical systems, large and small capital projects, and vendor management. They will also provide some event support in conjunction with a larger team (estate manager, culinary team, housekeeping team, etc.). The individual we are looking for will work effectively with multiple stakeholders including the estate's principal, estate manager and staff, contractors, vendors, and others.

This position is a full-time and permanent opportunity. Relocation assistance may be provided for non-local candidates.

The position pays well, offers benefits, and three weeks' paid vacation. Applicants must hold current status to legally work in Canada. They should also be vaccinated against COVID-19. They must have a G-level driver's license and access to a vehicle.

Responsibilities

- Plan, manage and execute daily, weekly, monthly, quarterly tasks
- Work in tandem and in support of the Estate Manager
- Proactively identify work and services that need to be performed and make recommendations to the Estate Manager
- Respond to any property issues on an on-call basis
- Create and manage a preventative maintenance program. Ensure all logs are kept up to date.
- Manage transportation and guest accommodations logistics
- With Estate Manager's guidance, manage and oversee external vendors to facilitate efficient, cost-effective, and quality outcomes
- Flag and rectify newly discovered issues and other items of importance and notify the Estate Manager where applicable
- Advise on and provide input to improve day to day operations relating to SOP manuals, systems, inventories, and schedules, etc.
- Administer all schedules for monthly, seasonal, and annual maintenance for the interior and exterior of the portfolio and addressing all maintenance issues appropriately

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- Provide operational support for construction, renovation, systems upgrade, and landscaping projects
- As required, schedule, negotiate with and supervise contractors and vendors, while monitoring their access to the properties
- Manage ad-hoc tasks, projects, and assignments, as determined by the Estate Manager, Principal and/or Director of Properties

Qualifications

- Must have demonstrable previous Estate Operations experience as for an ultra-high-net-worth principal/s and/or related (i.e. luxury resort experience)
- Must be self-motivated and engaged, with a passion for excellence and continuous improvement
- Strong vendor management experience is essential
- Tactical experience with HVAC, security systems, IT / AV, and general maintenance required
- Knowledge of local vendors, contractor and trades is an asset but not a pre-requisite
- Must have experience managing projects
- Must be flexible with work schedules
- Excellent communication skills and customer service orientation
- Self-starter that can work effectively without constant supervision
- Good computer skills particular with Microsoft Office products
- Ontario Boating License and experience with marine vessels is an asset
- Must always exercise complete discretion and maintain confidentiality
- Must hold current status to legally work in Canada