



With over 140 years of experience, **Heartland Farm Mutual** strives to be the preferred agribusiness and rural insurance specialist. We are courageous. Our team is talented and dedicated, challenging the norm and striving to be better every day. People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

### **Facilities Manager – Waterloo & Thamesford**

Heartland is seeking a Facilities Manager to ensure that all Heartland properties and facilities are optimally maintained in a cost effective, safe and efficient manner and that all building systems are fully operational. Responsibilities include managing the facilities and operations services and coordinates activities to achieve operational efficiency while adhering to the strategic plan.

#### **Position Responsibilities:**

- Create and manage a robust preventative maintenance program to minimize unplanned expenses and proactively identifies corrective actions. Develop and implement cost reduction initiatives.
- Develop and implement a facility management program including preventative maintenance and life-cycle requirements. Maintains accurate records for all facilities, equipment and systems.
- Work with our loss prevention team to conduct and document regular facilities inspections and complete the recommendations, ensuring compliance with health and safety standards and industry codes. Establishes and implements safety practices to enhance the safety of employees and protects Heartland's assets and distributes communications as required.
- Oversees the preparation of facilities for occupancy and coordinates space requirements, including refurbishment and renovations. Coordinates intra-office moves.
- Plan and manage facility services, which include reception, mail room, security, cleaning catering and waste disposal. Plan and monitor appropriate facility management staffing levels. Oversees parking administration and maintenance.
- Calculate and compare costs for goods and services to maximize cost-effectiveness. Prepare and track facility budget, monitor expenses and payments against budget. Verify payment and invoicing match contract pricing.
- Administers and maintains vendor/supplier relationships, including regular contract reviews and sourcing for products and services in accordance with company policy. Obtain quotes and tenders from vendors and suppliers, negotiate contracts to optimize delivery and cost saving, coordinate and monitor activities of contract suppliers.
- Responds to facilities emergencies and takes appropriate action. Provide prompt response to requests and issues from facility occupants. Supervise maintenance and repair of facilities and equipment.

#### **Qualifications:**

- A minimum of five years' experience in a facilities role, and a minimum of three years' experience in a supervisory role.
- A college diploma or university degree is preferred.
- Sound knowledge of health, safety and environmental regulations and experience in construction, maintenance and all facets of facility operation.
- Experience with administering contracts, building supplier relationships and budget.
- Competent knowledge of Microsoft Office Suite applications.

**Competencies:**

- Exceptional communication and negotiation skills and demonstrated ability to deal with all levels of internal and external stakeholders.
- Excellent time management and organizational skills to manage competing priorities.
- Works well independently and as a team member.
- Customer service orientation.
- Embrace and manage change.
- Maintains confidentiality of sensitive and proprietary information.

**We Offer:**

- A company that truly values integrity, respect, professionalism, transparency, forward thinking, community and environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website [www.heartlandfarmmutual.com](http://www.heartlandfarmmutual.com). Accommodations are available on request for candidates taking part in all aspects of the selection process. (Only qualified candidates please. No phone calls. No agencies.)

***A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.***