

Manager, Maintenance – Housing

About Bethany

Bethany is one of Western Canada's largest not-for-profit providers of care, housing, and community services for seniors and persons with disabilities. Since 1945, Bethany has provided high-quality, person-centred care focused on the unique physical, emotional, and spiritual well-being of our residents and tenants.

Why Bethany?

At Bethany, our employees are the backbone that supports our model of quality care. We celebrate a workforce rich in diversity, and our employees are rewarded through meaningful work experiences. Our employees are a part of something bigger than themselves—we are a team of multidisciplinary professionals committed to "Creating Caring Communities."

About The Role:

Reporting to the Director, Housing and working collaboratively with Housing Site Managers and corporate departments, the Manager, Maintenance (Housing) is accountable for the leadership, coordination, reliability, and performance of maintenance and facility operations across the housing portfolio.

The Manager translates organizational and departmental priorities into operational plans, preventative maintenance programs, resource strategies, and capital improvement activities. The position is responsible for people leadership, operating budgets, contractor and vendor performance, regulatory compliance, asset stewardship, service quality, and operational outcomes across multiple sites.

The Manager provides technical and operational support to sites and maintenance teams as required, including troubleshooting, emergency response, complex repairs, project coordination, and service continuity. The role uses facility information, work-order data, inspections, and performance measures to identify risk, prioritize work, and support continuous improvement.

What You Will Do:

Leadership & Operational Management

- Provides leadership to maintenance staff through coaching, performance management, workforce planning, employee development, and recognition.

- Leads preventative and corrective maintenance programs for building systems, grounds, life-safety systems, building infrastructure, and facility improvement work.
- Translates organizational and departmental objectives into operational plans, service priorities, work plans, and resource allocation decisions.
- Provides technical and hands-on operational support during emergencies, complex repairs, staffing pressures, special projects, or periods of increased demand, as required.
- Manages contractors and service providers, including scope clarification, coordination, performance monitoring, and service quality.
- Uses work-order information, inspections, service data, and operational measures to provide regular reports, identify risks and trends, and make recommendations to the Director, Housing and Site Managers.

Financial Stewardship

- Manages assigned operating and maintenance budgets, monitors expenditures, and supports forecasting and cost control.
- Supports capital planning and coordinates the implementation, monitoring, and close-out of capital renewal, renovation, and facility improvement projects.
- Ensures responsible stewardship of organizational assets through lifecycle thinking, preventative maintenance, and appropriate prioritization of operating and capital resources.

Safety Awareness & Compliance

- Ensures facility operations comply with applicable legislation, building and fire codes, occupational health and safety requirements, environmental requirements, organizational policies, and established standards.
- Oversees inspections, preventative maintenance reviews, safety audits, and corrective action follow-up.
- Ensures accurate and timely documentation of maintenance activities, work orders, inspections, incidents, deficiencies, and corrective actions.
- Participates in incident investigations, emergency preparedness, business continuity, and facility risk mitigation activities.

- Promotes a strong safety culture and integrates employee, resident, tenant, and facility safety considerations into operational decisions.

Pro-Active Learner

- Develops team capability through coaching, mentoring, knowledge sharing, crosstraining, and performance feedback.
- Participates as a member of the Housing leadership team and contributes facilities expertise to operational and organizational planning.
- Supports organizational priorities through reliable facility operations, capital project execution, effective use of facility technology, and sound asset stewardship.
- Identifies and implements opportunities to improve service quality, compliance, resident and tenant experience, sustainability, asset reliability, and operational efficiency.

What You Bring:

- Post-secondary education in Facilities Management, Building Operations, Engineering Technology, Construction Management, a skilled trade, or a related discipline. Anequivalent combination of relevant education, trade certification, and progressively responsible experience will be considered.
- A recognized facilities management credential or designation such as Certified Facility Manager (CFM), Facility Management Professional (FMP), Facilities Management Administrator (FMA), or equivalent is considered an asset.
- Journeyperson certification in a relevant building trade is considered an asset.
- Current Standard First Aid certification, or ability to obtain within a defined period following hire.
- Asbestos Awareness training, or ability to obtain within a defined period following hire.
- Minimum 5-7years of progressively responsible experience in facilities management, building operations, maintenance, construction, property operations, or a related environment.
- 3-5 years of experience leading employees, contractors, and/or multidisciplinary operational teams.
- Demonstrated experience managing preventative and corrective maintenance programs, building systems, life-safety systems, and facility operations.

- Demonstrated experience managing operating budgets, contracted services, vendors, and capital or facility improvement projects
- Experience supporting multiple facilities or a geographically dispersed portfolio is strongly preferred.
- Experience in seniors housing, continuing care, healthcare, social housing, hospitality, or another 24/7 service environment is considered an asset.
- Strong working knowledge of building systems, including HVAC, electrical, plumbing, mechanical, building envelope, controls, and fire/life-safety systems.
- Working knowledge of applicable building and fire codes, occupational health and safety requirements, environmental requirements, and maintenance best practices.
- Strong financial and business acumen, including operating and capital budget management, forecasting, cost control, and asset stewardship.
- Demonstrated contractor and vendor management skills, including coordination, performance monitoring, and service quality management.
- Strong project management and organizational skills with the ability to prioritize competing operational, compliance, and capital requirements across multiple sites.
- Proficiency with computerized maintenance management systems (CMMS), workorder systems, and standard business applications; ability to use facility data and performance measures to support decisions and continuous improvement.
- Strong leadership, communication, customer service, and relationship-management skills, with the ability to work effectively with site leadership, residents and tenants, contractors, and corporate departments.
- Demonstrated commitment to safety, service excellence, sustainability, continuous improvement, and responsible stewardship of organizational assets.
- Valid Alberta Class 5 driver's licence and access to a vehicle; regular travel between sites is required.
- Ability to participate in occasional evening, weekend, and after-hours response as operationally required.
- Combination of office and field-based work.
- Regular site inspections, walking, stair climbing, and occasional physical activity to support facilities operations and maintenance activities when required

Position Information:

Location: Calgary, Alberta (Riverview Village)

Site Address:

2933 26 Ave SE, Calgary, AB, T2B 0C5

Classification: Manager, Maintenance - Housing (MGR-HS00-002)

Time Type: Permanent Full-time

Shift & Hours of Work: Monday-Friday (0800-1615)

Apply here: (career website: <https://bethanyseniors.com/work-with-us/job-opportunities/>)

(direct link for the job:

https://bethany.wd10.myworkdayjobs.com/bethanycareers/job/Calgary-Alberta/Manager--Maintenance---Housing--MGR-HS00-002----Riverview-Village_JR1278)

All applicants are thanked for their interest. Only those selected to move forward will be contacted.

Bethany Care Society is an equal opportunity employer.

Successful candidates will be required to obtain a Criminal Background Check and provide proof of all mandatory immunizations.

Bethany Care Society complies with the Personal Information Protection and Electronic Documents Act (PIPEDA). By forwarding your resume to Bethany you are consenting to the collection and use of your personal information for this job competition. Your information will be kept strictly confidential.