

MADISON MACARTHUR

- Title:** Facilities GM
- Location:** Sault Ste Marie
- The Company:** Our client is a high growth company that provides a broad range of business, integrated management and construction services to international, commercial, and public sector clients.
- Role Focus:** The GM is responsible for the management, co-ordination, and financial control and performance of the operational service contract. The GM will lead a diverse team responsible for overachieving on metrics including but not limited to, customer service, plant operations and maintenance, parking support services, financial performance and employee engagement.
- Key Responsibilities:**
- Mentor and train supervisory team to be effective coaches to their staff
 - Prepare and present regular analysis of progress measuring the achievement of established objectives. Provide rationale for variances and recommend modifications/solutions.
 - Use KPI's to support effective decision making and drive financial and operational results.
 - Develop initiatives to reduce costs, improve efficiencies and drive quality in service and accuracy. Drive operational efficiency, customer satisfaction and capacity.
 - Manage unionized team, negotiate local provisions collective agreements and adopt provincially ratified agreements.
 - Identify opportunities to initiate new, or improve existing contracts.
 - Build and manage positive relationships with existing and potential customers.



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- Develop and meet budgeted revenue and expense targets.
- Develop and achieve annual and quarterly goals and objectives for process improvements.
- Develop management practices that promote operational excellence.
- Monitor established performance indicators, identify gaps, drive improvement in results.
- Maintain a constant awareness of H&S potential hazardous conditions and practices, proactively take any corrective action.

Ideal Candidate Profile:

- Engineering undergrad or related construction of FM experience
- Minimum of 5-10 years' experience as a Facility GM
- Experience in working with the infrastructure of a large, state of the art public institution – ideally within a hospital environment
- Strong business & Financial acumen
- Experience in building business cases to support capital expenditures
- Experience in effectively managing within unionized environment
- Analytical thinker, ability to use data to drive decision making, resource allocation and operational planning
- Understanding of business drivers behind operations, ability to identify and implement potential efficiency gains to increase profitability and customer service
- Strong people management skills - coach, motivator and mentor w/track record of developing high performance teams
- Comfortable in moving between strategy and detailed, hands-on execution
- Strong customer service orientation
- Track record of leading teams in pursuit of operational efficiencies, enhanced customer service, improved financial performance and strong employee engagement