

Position Summary

Location:	Toronto, Ontario, Canada
Position Type:	Permanent Full-Time
Reports To:	Executive Vice President

General Description

The Field Operations Manager is responsible for managing the Field Staff and successful execution of projects assigned to the “Quick Service Restaurant” division of BLT, the Sprung projects, Service work, as well as other small projects where BLT is required to self-perform scopes of work that may typically be awarded to subcontractors on larger projects.

This Management position requires excellence in professionalism, organization, financial tracking, safety, construction knowledge, reporting, leading various teams with efficiency, accuracy and urgency.

Travel will be required. A valid Ontario driver’s license is required.

Roles and Responsibilities

The Field Operations Manager must conduct themselves professionally.

All written, verbal, or any other form of communication with any project team members from the Client/Owner to Consultants, BLT team members, as well as subcontractors must be dealt with in no less than a professional manner. There will be zero tolerance for any actions or correspondences that do not adhere to professional conduct.

The Field Operations Manager must have an extremely strong grasp of construction methods, good practice, procedure and construction science.

As a senior team member, Site Supervisors/Foremen and field staff will look to this Manager for direction, to assist with solutions. Consequently:

- This Manager’s attendance on site during critical inspections/reviews/meetings may be required.
- This Manager will demonstrate a strong knowledge in building codes, by-laws, health code requirements, etc.
- This Manager must review and have intimate understanding of the projects’ scopes of work:
 - Self-performed scopes of work vs subcontract scopes
 - Assisting to achieve the successful execution of scopes of work by directly managing the Site Supervisors/Foremen, relaying clear direction to the field team members

- Field management to ensure that sequence of operations according to best construction methods/practice are being followed

Time is of the essence. The Field Operations Manager will have an innate sense of urgency as well as the ability to quickly and efficiently identify and properly address challenges.

This sense of urgency must be demonstrated in working with and assisting the Project Manager in keeping to the project schedules and costs through masterful leadership of the field staff. Further to this, this Field Operations Manager is responsible for reviewing and intimately understanding the projects' schedule and their milestone dates by:

- Assisting the PM in creating project schedules
- Assisting the PM with keeping track of each project's milestone dates
- Accurately staffing each site to achieve the dates
- Working with the PM to accurately monitor progress of each site and assisting with quick, efficient, safe and cost-effective solutions to address issues as they arise
- Assist the PM to creatively improve on the projects' schedules and deliver the project ahead of schedule without compromising quality and without added cost
- Managing the field team by alerting them of expected reports/inspections as required for each milestone event
- Corresponding with each Field Team's Site Supervisor/Foreman on a daily basis for a status update, followed-up by a review of their Daily Site Report

The Field Operation Manager must have the ability to multitask at a high level.

As this Manager will be responsible for various aspects of various projects, the demands to quickly assess, thoroughly understand and progress the project to the next step accurately and efficiently will be critical.

The Field Operations Manager will have a strong financial acumen.

The ability to understand detailed budgets and track costs will be required. These costs will be tracked using BLT's various Project Management IT and Accounting systems, including but not limited to Sage, ProCore and Microsoft Office programs such as Excel and Word. Further, this Manager must:

- Be able to intimately understand sale costs, allowances and where margins can be made
- Assisting to achieve margins by being aware of unit rate costs and managing field staff's time and resources required to execute
- Review time sheets, disbursements, reimbursements, material costs and other field team related project costs and provide accurate coding of same to the projects' budgets
- Track, review and report on costs for the PM and Sr. Leadership team throughout the duration of the projects

The Field Operations Manager will manage all field labour resources.

This includes but is not limited to:

- Creating and maintaining a tracking sheet with all team members
- Ability to create and maintain documents; use of MS Excel and Project is required
- Designating and scheduling team members for projects
- Assist with recruiting, interviewing and training new field staff members
- Review of time-off requests and assisting with approval and tracking of same
- Tracking late/sick/personal days and assisting the accounting department with this HR function
- Booking of temporary accommodations

The Field Operations Manager will be intimately involved in enforcing BLT Health & Safety Policy by Ensuring that each site has the following at a minimum:

- Safety Board with all documents
- All safety certificates as required
- All safety equipment as required
- Collect, review, file for compliance and completion
- All site safety reports
- All safety inspection reports
- Ensure that all action is taken to immediately rectify and address safety concerns if they arise

This Field Operations Manager is responsible for reviewing and reporting on the status of the various sites for:

- General housekeeping
- Safety and project required signage
- Maintenance of site hoarding and security requirements
- Requirements for site supplies
- Adherence to BLT uniform policy
- Review of all equipment/rentals on site for return if not in use
- Identify discrepancies on site that deviate from the project documents
- Ensure that the project is being built according to the direction provided
- Review site to ensure all the latest project documents are on site and accounted for, assisting the team with providing these documents as required

The frequency in which the site visits will occur will be established by the BLT Executive Team.

The Field Operations Manager will be responsible for managing the general use and condition of BLT vans, trucks and trailers.

Depending on the Projects' requirements, the allocation of vans, trucks and/or trailers will be managed by this Manager. The Manager must ensure that:

- Each BLT staff member using these are held responsible for cleanliness and damage, as well as organization of items within them

- Vans/trucks are returned with a full tank of gas
- Any maintenance/repairs required will be coordinated by this Manager with a BLT Sr. Leadership Team assigned mechanic
- General maintenance that can be performed by BLT, like windshield washer fluid, will be completed by the Warehouse Manager
- Use of vans, trucks, trailers are scheduled and tracked by this Manager

The Field Operations Manager will be required to conduct and provide minutes/reports for meetings with all field staff, Site Supervisors/Foremen.

At a minimum, the meetings that this Manager would schedule and chair would be:

- With all field staff at a duration determined by the Sr. Leadership Team to review any/all field staffing and coordination requirements
- With Site Supervisors/Foremen at a duration determined by the Sr. Leadership team to review any/all field staffing and coordination requirements

The Field Operations Manager will assist the Project Team by ensuring that the site's turnover requirements to the Client are completed.

These responsibilities include but are not limited to:

- Assist the Project Manager to review all the Close-Out documents and facilitate the transfer of all documents to the Parties requiring them.
- Assist the Site Supervisor/Foreman in scheduling the PDI walk throughs
- Assist the Site Supervisor/Foreman in addressing any deficiencies
- Assist the Site Supervisor/Foreman to schedule training sessions with the end user
- Assist the Project Team by ensuring that accurate attic stock items are delivered and received in good order
- This Manager will be required to confirm that all Permits are closed.

The Field Operations Manager will work closely with the Warehouse Manager to ensure that materials, equipment or supplies as required to successfully execute the projects are stocked, inventoried and available.

Secondary Functions

- Assist in other projects as periodically required
- Any reasonable requests by management are valid job assignments