

JOB DESCRIPTION | OPERATIONS MANAGER

Job summary

This position is responsible for the management of projects from inception through to completion and for the performance of the project management functions across all operations. Reporting to the President, the Operations Manager works closely with the Chief Estimator on the pursuit of projects and with the General Superintendent through the construction and turnover phases.

Key responsibilities

- Assist the President in meeting the company's operational objectives
- Assist project managers in the successful execution of all projects
- Approve all project financial reports for review by the President
- Oversee transition of projects at startup from estimating team to commencement of construction
- Promote and monitor occupational health and safety culture within the organization
- Promote and monitor career development of project management personnel
- Liaise with clients as required to ensure client satisfaction
- Liaise with key subcontractors as required to ensure performance and to ease commercial tensions

Key results areas

- Project profitability
- Health & safety record
- Client satisfaction feedback
- Project management staff retention

General duties by function

Business Development

- Promote Farmer brand at all times; be an ambassador for the company in and outside of work
- Assist the President in making and maintaining external client and subcontractor networks
- Assist the estimating team in planning process through solicitation and preconstruction phases
- Assist and/or manage proposal preparation, submissions and responses to RFP/RFQ calls

Estimating

- Assist the estimating team with operational support as required in preparation of estimates
- Assist in the review of estimates prior to submission of quotations or bids
- Assist in the closing of estimates
- Liaise with the Chief Estimator in the preparation of successful bid packages for handover to the assigned project team

Health, Safety, & Environment

- Perform periodic jobsite inspections

- Assist project teams and corporate OHS personnel with incident investigations
- With the General Superintendent, review and approve all critical lift plans

Project Execution

- Assign project management resources to suit requirements; request additional resources where projected workload exceeds available resources
- Monitor and review CPM schedule updates on a regular (min. monthly) basis
- Monitor progress onsite on a regular (min. monthly) basis
- Monitor construction engineering planning and implementation
- Monitor quality control and/or assurance as work progresses
- Monitor planning for commissioning and project close-out as work progresses
- Assist the Project Managers in resolution of commercial issues with clients and subcontractors
- Liaise with clients regularly on key projects
- Take leading role as a Senior Project Manager, when required

Operational Performance

- Assist the Project Managers in the preparation of project financial reports
- Oversee project financial reporting; liaise with the Chief Financial Officer on reporting processes
- Monitor timeliness of progress invoices and payments

Qualifications

Education & Experience Requirements

- 10+ years of experience in managing complex or multiple projects in the construction industry
- 5+ years progressive management experience including management of multiple layers of staff
- Professional Engineering accreditation preferred
- Master's in Business Administration is an asset
- PMP or Gold Seal Certification is an asset

Technical and Interpersonal Requirements

- Working knowledge of various construction disciplines, cost control, scheduling, engineering drawings
- Demonstrated competence in the areas of safety, people management, project execution, cost control, quality and administration
- Sound knowledge of construction and building techniques and ability to read and interpret contract drawings and specifications
- Effective attention to detail and a high degree of accuracy
- High level of integrity, confidentiality, and accountability
- Strong work ethic and positive team attitude
- Sound analytical thinking, planning, prioritization, and execution skills
- Proactive problem-solver that can manage difficult situations with positive results
- High level of integrity, confidentiality, and accountability
- Proficient with MS Office Suite, Project and/or Primavera scheduling software, Timberline Estimating, Procore, advanced Excel knowledge, Sage 300, AutoCAD, and Bluebeam Revu are all assets