

# Black & McDonald

Established in 1921, Black & McDonald is a family-owned multi-trade contractor providing electrical, mechanical, utility and maintenance services to government, industrial, commercial and institutional markets.

Currently, there is an exciting opportunity available in our **Bermuda office** for a **Compliance Business Operations Supervisor**.

## **Responsibilities:**

- Ensure contractual obligations are met and that all systems and data are in place to fully support maintenance management requirements of the KEMH Services Contract.
- Develop, review and maintain all Services Contract related documentation (e.g., Annual Service Plans, Emergency Response Manuals, Human Resources and Health and Safety Guidelines, and Policies and Procedures, etc.).
- Coordinate Annual and 5 year Maintenance Plan for KEMH Acute Care Wing.
- Develop and lead continuous improvement of all operational and business systems, processes and procedures in support of the KEMH Acute Care Wing.
- Facilitate, lead and/or take primary responsibility for the development and documentation of policies, standard operating procedures, work instructions and records (forms) as required.
- Maintain document control for KEMH Acute Care Wing.
- Attend meetings with client to negotiate preliminary invoice.
- Conduct regular reviews of performance and work order monitoring and invoicing reports (e.g., performance indicator and cost detail reports) to ensure compliance with the Key Performance Indicators detailed in the Services Contract.
- Assume the role and responsibilities of the Facility Manager when he/she is not available.
- Accountable to the KEMH Facility Manager for customer satisfaction exceeding stated standards.
- Assist KEMH Facility Manager for solving problems and/or conflicts and maintains open communication with the customer. Oversees and fosters Excellence in Customer Satisfaction activities within the project.

## **Qualifications:**

- Post-Secondary Education (Engineering Technology, Engineering, Business Management)
- Five years' experience as a leader in contract compliance, process improvement, quality control/assurance and/or business management
- Three years' experience in building maintenance or related trade preferred.
- Knowledge of Local and National electrical codes, National Building Code and National Fire Code are required.
- Must be able to speak, read & write in English
- Excellent verbal and written communications skills required
- Follow instructions both written and verbal
- Maintain a professional demeanour at all times with fellow employees and customer
- Accomplish all duties and tasks as assigned
- Maintain clear and courteous two way radio and/or phone etiquette
- A team player, committed to working in a quality environment
- Comply with all company policies and procedures and adhere to company standards
- Must be able to read and work from blueprints and schematic diagrams
- Must possess strong verbal, written, analytical, and persuasive skills and the ability to communicate and interact with all levels of customers, employees, and management
- Windows OS and Microsoft Office literacy preferred
- Must be available for on call service as required from time to time.

**Please forward a resume and cover letter to Melissa Nurse at [mnurse@blackandmcdonald.com](mailto:mnurse@blackandmcdonald.com) by June 28, 2013. Only those who are shortlisted for an interview will be contacted.**