

# Operations Lead

**PBX is looking for an organized and personable leader to oversee all internal operations as the Operations Lead for the Company.**

## About PBX Engineering

We are an electrical, systems, and software engineering firm, with offices in BC and Alberta. For more than 25 years we have diligently curated steady growth to build a successful company of almost 120 employees.

Our extensive, diverse, and award-winning project portfolio includes infrastructure that positively impacts the public and the communities where we all live and work.

## About the Role

PBX is poised for substantial growth over the next 5 years and is looking for someone to lead the internal operations of the firm. We are looking for someone who shares our passion for high quality work and who is interested in contributing positively to our corporate culture.

The exact composition of the Operations portfolio will depend on the skills and experience you bring to the position. You will be a part of recommending and formulating structure and planning growth within the team to support strategic objectives.

Leading the Operations team, the Operations Lead will be a pro-active team member liaising regularly with staff at all levels. The position will be based in the Vancouver office, but will support efficient office operations at all office locations in Western Canada. Occasional travel is required. PBX offers an integrated hybrid work environment; however, due to the nature of this role, you will be required to work in the office a minimum of 3 days per week.

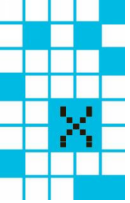
The role has three main components:

1. **Office Logistics**
2. **People & Culture**
3. **Operational Support**

Within each component, the primary responsibilities include the following:

### Office Logistics

- Manage day-to-day office operations for all PBX offices;
- Lead the Office Services team and provide mentoring and coaching;
- Establish, modify, implement, and monitor systems, processes, and procedures to enhance efficient team workflow;



- Oversee building and facilities maintenance, cleaning, and repairs; coordinate as needed with Property Managers;
- Lead and project manage office upgrades, moves, and space planning;
- Develop and monitor Office Services and Health & Safety budgets; ensure activities are conducted within budgetary restrictions; review and approve all Office Services and Health & Safety purchases; and
- Oversee the maintenance of company vehicles, office equipment and vendor selection and contracts; negotiate and monitor purchase and lease contracts and initiate cost reduction programs;

**People & Culture**

- Create, maintain, and update policies and procedures; such as employee reference material, internal digital knowledge base, Health & Safety Plan, and Communicable Disease plan, and many others;
- Coordinate our talent acquisition program, including hiring, onboarding, and offboarding processes;
- Coordinate company-wide performance review processes, as well as manage Operations team performance;
- Manage Fitness and Wellness Incentive programs;
- Lead the planning and coordination of social functions and events, staff conferences, and client events;
- Act as an impartial point of contact for staff, coordinating, supporting, and resolving queries, conflicts, and requests for information and assistance;
- Oversee annual subscriptions; business licences, professional licenses, and membership renewals;
- Coordinate security clearances and client compliance tasks and monitor expiry dates for renewals;
- Oversee travel logistics and coordination for employees in accordance with company travel guidelines;
- Co-chair the Joint Health & Safety Committee and promote and implement health and safety initiatives; and
- Act as a designated Level 1 First Aid Attendant (training will be provided).

**Operational Support**

- Attend regular Leadership meetings, take minutes, track tasks, and coordinate execution of internal initiatives to achieve Company strategic goals;
- Contribute to establishing, planning, tracking, and meeting business unit and corporate objectives; and
- Provide and oversee confidential executive assistant support to leadership team; schedule management, meetings, travel, support tasks, etc.

More detailed information will be shared with candidates selected for interviews.

**Core Qualifications**

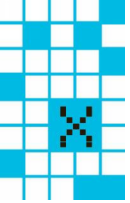
Candidates will need to bring core skills and experience to the role. When considering if this role is for you, consider how you stack up to these qualifications:

**You have related education and professional experience**

- Minimum high school diploma; and
- Minimum 10 years of related office management experience in a fast-paced organization, with demonstrated leadership experience.

**You are a people-first person**

- Professional and positive demeanor;



- Team leader and team player with excellent oral communication and interpersonal skills;
- Experience building strong working relationships; and
- Experience constructively mediating and resolving conflict.

#### **You have the skills and attitude to support the position**

- Valid BC Driver's Licence;
- Capable of lifting items around 40 lbs;
- Solid writing skills, capable of independently preparing well-structured, coherent, and clear written materials;
- Computer savvy with a good working familiarity of Microsoft Office suite (Teams, Outlook, Word, Excel, PowerPoint);
- Organized and self-motivated; understands the importance of taking initiative to independently problem solve;
- Proactively looks for opportunities for process improvement and innovative ideas to inspire positive employee experiences; and
- Brings a "roll up your sleeves and get it done" attitude to take on any task.

## Desirable Qualifications

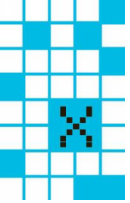
Beyond the core skills, there are particular qualifications that will set you apart. The successful candidate will likely have most or all of the following qualifications:

- A certificate/diploma/degree in Business Administration, or related education/designation that is directly applicable to the role;
- Proven track record of supporting an organization's culture and working to improve the employee experience. This role delivers services to internal clients: the PBX employees. The successful candidate needs to be committed to providing stellar customer service to our employees;
- Experience developing and overseeing human resource and performance management processes;
- Experience developing, managing, and evolving Health & Safety practices and procedures in compliance with applicable regulatory agencies;
- Experience supporting senior Leadership in establishing, tracking, and executing organization-wide objectives; and
- Genuine desire to make an impactful contribution to a place where you yourself can build a long-term career.

While relevant experience is certainly an asset, we are far more interested in finding the right person and are willing to train.

## Being a Part of the PBX Community

We believe in supporting the long-term career development of our staff through a diverse and challenging workload, industry engagement, and internal and external training. A quarter of our staff have been with us 10 years or more. We understand that only employees who feel valued, respected, and empowered are able to create the innovative solutions that set us apart and deliver the quality of work our clients have come to expect from us.



We apply the same effort in fostering a positive social environment as we do in developing innovative and successful projects. You'll be joining a firm that believes strongly in creating the kind of community-based work culture that people want to be a part of.

We were recently recognized as one of Canada's Top Small & Medium Employers 2023 – an award we were very proud to have received, but we understand it must be continuously earned to have true merit. We continuously strive to make our firm the kind of place where people want to stay: our benefits package and approach to compensation are structured to support that goal.

Our comprehensive benefits package includes the following:

- Medical, Dental, & Vision Benefits, including long-term disability and life insurance
- Paid time off, including paid holidays, Sudden Illness, Injury & Childcare (SIIC) days
- A Maternity & Parental Leave Top Up Program
- RRSP contributions with company matching
- A Fitness & Wellness Incentive Program for things like gym memberships, recreational gear, and more
- An Employee Assistance Program
- Annual high performance bonus program based on company and personal performance
- Staff social events, team lunches, and high-quality swag you can actually use or wear with pride
- Flexible work options

## Compensation

The range of compensation for this position is \$80,000 to \$125,000. This salary range is provided specifically for compliance to provincial legislation. The actual salary will depend on the skills, experience, and capabilities of the successful candidate relative to the role and may or may not land within the range specified above.

## Applications

Qualified applicants are encouraged to send their resumes, complete with references, via email to [careers@pbxeng.com](mailto:careers@pbxeng.com). Include "Operations Lead" in the subject line.

Resumes will be accepted until position filled.