



DÉLÉGATION DE L'IMAMAT ISMAILI • CANADA  
DELEGATION OF THE ISMAILI IMAMAT • CANADA

**Terms of Reference – Building Operator**

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***Background***

The Delegation of the Ismaili Imam building, a landmark structure in Ottawa known for its intricate architectural design and state-of-the-art facilities, houses the Diplomatic Office of the Ismaili Imam in Canada, Aga Khan Foundation Canada (AKFC), and other agencies of the Aga Khan Development Network (AKDN).

The building regularly hosts high-profile events, diplomatic engagements, and institutional meetings while also serving as a workplace for several AKDN entities.

We require a reliable and professional Building Operator who can ensure the safe, efficient, and smooth functioning of the building, provide excellent service to occupants and visitors, and support event logistics in a limited and well-defined capacity.

***Position Summary***

The Delegation of the Ismaili Imam is seeking a Building Operator on a full-time basis. This individual will be responsible for the daily operations, preventive maintenance, vendor coordination, work-order management, and emergency response for a complex institutional facility. The role requires maturity, sound judgment, professionalism, and the ability to work independently while reporting to the Senior Director, Operations. The salary range for this position is between \$60,000 and \$65,000 per annum. The position also includes a comprehensive benefits package that includes health insurance, RRSP contribution, paid time off, and professional development opportunities. We are committed to supporting the well-being and growth of our employees.

***Responsibilities***

**Building Operations & Maintenance**

- Conduct and document routine inspections of building systems, equipment, and grounds (including roof checks).
- Perform preventive and basic corrective maintenance on HVAC systems, pumps, motors, plumbing, electrical fixtures, and building finishes.

- Monitor and respond to Building Automation System (BAS) alarms; escalate promptly when specialist support is required.
- Ensure that life-safety systems are functioning properly and coordinate required inspections.
- Oversee contractors and service providers, ensuring quality work and adherence to building protocols.
- Maintain accurate records of maintenance tasks, logs, and work orders.
- Advise management of emerging issues, risks, or inefficiencies.
- Provide operational coverage for the Global Centre for Pluralism building during the absence of its Building Operator, and receive reciprocal coverage as required, to ensure continuity of building operations.

#### Vendor & Work Order Management

- Create, assign, complete, and close work orders.
- Assist in obtaining quotations, scheduling work, and monitoring contractor performance.
- Support procurement processes, including preparing purchase order requests.

#### Emergency Response

- Serve as after-hours on-call response person.
- Respond to building emergencies (e.g., leaks, alarms, HVAC disruptions) and coordinate specialist support as needed.
- Ensure incidents are documented and communicated.

#### *Qualifications & Experience*

- 2–5 years of relevant experience in commercial, institutional, or industrial facility operations
- Knowledge of HVAC, mechanical systems, BAS, and life-safety systems
- Experience with preventive maintenance scheduling and documentation
- Strong vendor coordination and communication skills
- Ability to work independently, make sound decisions, and escalate appropriately
- Customer-service orientation with professionalism and diplomacy
- Proficiency with Microsoft Outlook, Teams, Word
- Ability to lead after-hours emergency response
- Some physical effort is required for maintenance tasks
- Criminal Background Check + Vulnerable Sector Check and willingness to undergo additional security screening as needed

#### *Assets*

- BES I & II (or equivalent)
- Working at Heights, WHMIS, First Aid
- G-class driver's licence
- Experience in event-driven institutional environments

## How To Apply

Qualified applicants should submit **a cover letter, resume and the names and contact information of three professional referees** via email to [AKFC.HR@akdn.org](mailto:AKFC.HR@akdn.org) indicating the job title “**Building Operator**” in the subject line.

Applications will be reviewed on an ongoing basis. Only shortlisted candidates will be contacted. Please note that applicants must be eligible to work in Canada. The position is based in Ottawa and will require regular presence at the Delegation Building.

**Deadline for submissions: February 10<sup>th</sup>, 2026**

*AKFC is committed to advancing gender equality and inclusion through our programming and operations in Canada and overseas. AKFC requires all employees to review and abide by the [AKFC Gender Equality Policy](#).*

*AKFC recognizes the importance of [safeguarding](#) and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates and the organization as a whole are kept safe from harm.*

*AKFC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*