

SUPERVISOR, OFFICE SERVICES

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary, Montréal and Halifax. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

POSITION OVERVIEW

Reporting to the Director, Client & Facility Services, the Supervisor, Office Services is responsible for the management, delivery and administration of the firm's Facility and Mailroom support services provided to clients (internal/external).

KEY ACCOUNTABILITIES

Daily Operations

- Oversee the day-to-day operations of the office services team which includes mailroom and facilities services.
- Prioritize tasks for the department; ensure equitable distribution of workload including ensuring the department is adequately staffed at all times.

Facilities Repair and Maintenance (lights, electrical, plumbing)

- Conduct weekly inspections of the premises; perform minor repairs such as open and pick broken or damaged locks; tape torn carpet; install/repair keyboard trays; adjust and repair door hinges, chairs, filing cabinets, desks, bookshelves; dry wall repair and paint touch ups; schedule/execute quarterly floor refresh program; replace light bulbs in common and client areas of the firm as necessary.
- Contact building maintenance or vendors to respond to HVAC, electrical, leaks and plumbing issues; take steps to minimize damages, ensure safety and evaluate the nature of the problem.

Client Events & Boardroom Setups

- Collaborate with meeting services, food services and internal clients to understand and fulfill requests for boardroom facility services; proactively troubleshoot issues.
- Set up portable presentation and communication equipment to the boardrooms (i.e. video conferencing, pc's, LCD projectors and teleconference units) and boardroom furnishings as specified by the client, outlined in the BRS and/or requested by the event's team; dismantle boardroom furnishings when required.

Office Moves

- Work with internal stakeholders to understand individual move requirements and address any concerns.
- Oversee all internal office moves; develop move plans to ensure orderly execution; and ensure resources are allocated (labor, materials) to complete the moves. Oversee any work performed by outsourced movers.
- Assist with packing/unpacking, move office furnishings and packed contents to new locations; (un) install pc's, printers, monitors and phones; (un) install systems furniture, filing cabinets, name plates, art, white boards, bulletin boards keyboard trays; touch up furniture finishes; arrange for staining or refinishing of furniture.



Vendor Engagement

- Negotiate terms of contract and oversee work performed by vendors to ensure they adhere to the terms and service level agreements.
- Establish and maintain relationships with key vendors (cleaning, maintenance, supplies, couriers and security staff) and act as the liaison to translate business requirements with external contractors including general contractors, furniture vendors & refinishers, AC and electrical contractors, storage, key, glass, wall, box & dolly, courier, office supply and mail machine companies.

Budget

- Establish expense and revenue (recoveries) budgets and monitor actuals against budgets raising any issues with firm management as required. Provide forecasts and updates as changes occur.
- Provide product and service analysis to determine current and future budgetary requirements; report on usage of equipment and provide alternatives to change or replace equipment as required.

Team Engagement

- Provide direction, coaching and development support to ensure the team is engaged and capable of delivering on their accountabilities and meeting the service standards. Conduct annual performance evaluations.
- Participate in the recruitment process with HR.

ATTRIBUTES & EXPERIENCE

- Undergraduate education or equivalent experience to successfully complete the essential requirements of the role.
- Minimum 5 years' previous related experience, including experience managing people and managing vendor relationships, preferably in a professional services firm.
- Purchasing Managers Certificate.
- Proficient in MS Office product suite - Outlook, Excel and Word; experience with Elite is an asset.
- Exceptional client service orientation combined with the ability to manage multiple client needs at the same time.
- Excellent communication skills (verbal and written) with the ability to interact with individuals at all levels within the organization with tact and diplomacy.
- Strong organizational and time management skills to effectively prioritize and meet deadlines in a high pressure environment.
- Strong interpersonal skills with the ability to work well both independently and collaboratively within a team environment.
- Sound judgment including the ability to deal with confidential information with utmost discretion.
- Ability to work overtime to meet client demands when required.
- Available to be on call on weekends or evenings to respond to facility related emergencies (i.e. flood, equipment malfunction, etc.).

HOW TO APPLY:

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting – firmadminrecruiting@torys.com

We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted

TORYS

At Torys we are committed to diversity in the recruitment, retention and advancement of our people. We believe that diversity of backgrounds, experiences and perspectives enhances the quality of our work and enriches our lives. We are committed to fostering an inclusive and accessible work environment. Accommodations are available for applicants with disabilities. If you require accommodation at any time during the recruitment process, please contact [Malinda Dunfield](#), Manager, Human Resources