

## REFS Facility Manager

Job ID  
REQ-10059292

8月 08, 2025

Canada

### 摘要

Montreal, #LI-Hybrid

We are looking for a Facility Manager to lead site operations, vendor management, and workplace services with a strong focus on compliance and customer satisfaction. The role includes overseeing maintenance, and service contracts, while driving sustainability and efficiency. Candidates should have technical expertise in facility management, leadership skills, and experience in regulated industries.

### About the Role

Key responsibilities:

- Ensure the workplace is comfortable and productive for employees.

- Collect and act on customer feedback to improve workplace satisfaction.
- Oversee preventive maintenance to ensure buildings and facilities are functional, safe, and compliant with regulations.
- Monitor health, safety, and energy usage to improve efficiency and sustainability.
- Manage providers for cleaning, security, landscaping, food services, etc., and assess their performance using metrics like SLAs and KPIs.
- Supervise non-technical services such as reception, mail delivery, cleaning, pantry management, office supplies, and transportation.
- Ensure facilities meet health, safety, and environmental standards.
- Communicate with landlords on building maintenance and sustainability improvements.
- Track and report key performance indicators (KPIs) such as financial results, customer satisfaction, and energy efficiency.
- Provide insights into space usage, service quality, and cost efficiencies.

#### Essential Requirements:

- **Technical Expertise:** Proven experience in facility management (preferably in pharmaceuticals or related industries), with knowledge of operations, finance, and experience in management.
- **Leadership:** Ability to lead projects and vendor teams effectively.
- **Vendor Management:** Skills to select vendors, negotiate contracts, and ensure high performance.
- **Problem-Solving:** Proactively resolve challenges to ensure business continuity.
- **Communication:** Strong interpersonal skills to interact with stakeholders and employees.

#### Desirable Requirements:

- Experience in multicultural teams.
- Hospitality Training Or Educational background is a plus.

At Novartis Canada, we are determined to be a valued partner and advocate, with a deep understanding of patient needs along the entire care journey - from drug development, to diagnosis, to access and beyond. Part of the way we are doing this is by leveraging data, technology, and partnerships.

**Research & Development:** we focus on four core therapeutic areas: Cardiovascular, Renal & Metabolic, Immunology, Neuroscience and Oncology. We also develop and deliver treatments through other promoted and established brands, which today are helping millions of patients. Over the last three years, our average annual research and development investment in Canada was over \$30 million, and we conduct clinical trial research in every region throughout Canada.

**Commitment to Diversity and Inclusion:** Novartis is committed to building outstanding, inclusive work environment and diverse team 's representatives of the patients and communities we serve

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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部门  
Operations

Business Unit  
Universal Hierarchy Node

地点  
Canada

站点  
Montreal

Company / Legal Entity  
CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area  
Facilities & Administration

Job Type  
Full time

Employment Type

Regular

Shift Work  
No

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