

Residential Operations and Maintenance Supervisor Sorbara Group of Companies

About the Company

The Sorbara Group of Companies is a pioneering force in Ontario's real estate industry. Having operated commercial, industrial, office and retail properties, managed residential rentals and built high-rise and low-rise communities for several decades, we have witnessed firsthand key changes in the Greater Toronto Area real estate market. This unparalleled wealth of experience has allowed us to develop long-lasting relationships with our partners, stakeholders, homeowners, tenants, and employees. With over 80 years of experience in our industry, Sorbara Group of Companies has built a thriving integrated real estate, planning, development, construction, investment and management firm.

About the Role

The Residential Operations and Maintenance Supervisor oversees the day-to-day execution of maintenance operations across the residential portfolio. This role owns the full work order lifecycle, coordinates internal teams and external vendors, and ensures maintenance requests are handled efficiently, consistently, and to a high standard. The Supervisor plays a key role in improving response times, service quality, and operational accountability.

Key Responsibilities

- Lead and manage the full maintenance work order process from intake to completion.
- Establish and maintain standardized workflows, service levels, and reporting.
- Monitor open work orders, prioritize tasks, and ensure timely resolution.
- Coordinate communication between tenants, site staff, technicians, and vendors.
- Schedule and manage in house maintenance technicians, optimizing productivity.
- Dispatch work based on priority, skill set, and capacity; adjust schedules as needed.
- Track technician performance, time, and output; identify training or performance gaps.
- Coordinate external trades and contractors; support quotes, onboarding, and quality control.
- Support preventative maintenance planning and continuous process improvement.
- Other duties as assigned.

Qualifications & Skills

- Experience in residential property management considered an asset.
- Strong organizational, communication, and interpersonal skills.
- High degree of professionalism, integrity, and discretion with superb attention to detail and accuracy.
- Ability to multitask and work independently or as part of a team.
- Strong capability in problem solving, multitasking, managing and prioritizing tasks effectively while meeting deadlines.

- Proven ability to develop and maintain processes, reports, and dashboards to analyze performance trends and identify areas for improvement.
- Demonstrated experience managing schedules by aligning priorities, skill sets, locations, and workload capacity.
- Proficiency in Microsoft Office applications.
- Familiarity with Newstar and Payquad would be considered an asset.

The role is in office with travel to sites within the GTA, when required.

Sorbara offers competitive compensation commensurate with experience. The expected salary range for this position is \$75,000 – \$90,000. This role is an existing vacancy.

How to Apply

Interested? We'd love to see your application. Apply through Indeed or send your resume and cover letter to careers@sorbara.com referencing the Residential Operations and Maintenance Supervisor position. We appreciate your interest in the position, however only candidates that are selected for an interview will be contacted.

The Sorbara Group of Companies welcomes diversity in the workplace and, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Sorbara is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the recruitment process, Human Resources, and/or the Hiring Manager will work with applicants requesting accommodation.