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	Date : 28 th July 2011
	Prepared by : FM
JOB DESCRIPTION	Approved by: FM/ TC

Position/Designation : Mgr/Dy. Mgr/Assoc. Mgr	
Department/function : Facilities Management	Sub function : Facilities Management
Location : Mumbai/Thane/Dombivali	Reports To : GM/VP-Facilities Management
Peer To: : Manager	Direct Reports : <input type="checkbox"/> No


Job Duties and Responsibilities

Accountabilities and Activities

- Ensure operations of all facility management services in the complex
 - Housekeeping, security, waste management, landscaping etc.
 - 24*7 supply of electricity and water
 - Technical - lifts, HVAC, DG set, plumbing, carpentry etc
- Resolve all complaints from the customer
 - Record all complaints in complaint register / online system
 - Manage / coordinate with vendors to resolve the issue
 - Take sign-off from customer of successful resolution
- Manage vendors providing services like housekeeping, security etc. (by maintaining daily attendance report, surprise checks, performance rating etc.)
- Supervise technical works in the facility
- Ensure compliance to company policies like
 - Guidelines pertaining to - elevation of building, interior etc.
 - Proper maintenance of parking, terrace, open lobby area etc.
- Manage capital assets and site inventory
- Follow accounting policies of the company
- Raise bill to customers and ensure collections from clients
- Coordinate with vendor / service providers for timely expense data entry into billing systems
- Coordinate with corporate office for billing related queries resolution
- Support customer handover process

Dimension / Scope

- Opportunity to work with a company committed to innovation and transformation.
- Opportunity to deliver high impact
- Accelerated trajectories entirely based on meritocracy.
- Strong visibility with senior management
- Competitive compensation with leveraged performance based variable compensation and opportunity for wealth sharing.
- Individual based organizational development plan and training opportunities

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Interactions

- **Internal Interactions**
Need to coordinate with the Construction Management team and the Customer Care department.
- **External Interactions**
Will be in touch with the Customers during and post Handover.
Follow up and Co-ordinate with Vendors.

Competencies

- Excellent administration and execution skills
- Good customer handling and communication skills
- Ability to work independently
- Proficiency in computers (word, excel etc.)

Job Requirements

Educational Qualification : Graduate / Diploma in engineering

Work Experience : 8-10years