

**JOB DESCRIPTION**

Prepared by : KG

Approved by: SK


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

**Job Purpose** (how the job contributes to the overall organizational objectives):

**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

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	Date: 10 <sup>th</sup> Oct 2011
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**Dimension / Scope** (to be included if data available)

- 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

**Interactions** (The essential working relationships both within and outside the company, directly related to the job)

- **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** (key functional/technical/leadership/behavioral skills required for this job)

- 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 or Diploma in engineering/any discipline

Work Experience : 8-10years