

ERIS PROPERTY GROUP				
JOB DESCRIPTION: BUILDING MANAGER		DATE ISSUED	May 2018	
		REVISION	1	
COMPILED BY	HR PRACTITIONER, LINE MANAGER	REVEIUED BY	HR MANAGER	Doc.: HR
APPROVED BY	SENIOR PROPERTY MANAGER			Page 1 of 2

Position : Facilities Manager
Division : Property Management
Company : Eris Property Group
Location : Park Square – Umhlanga, KZN
Reporting to : Centre Manager

PURPOSE OF JOB
To assist and engage the Property Services Manager in the monitoring of all aspects related to the management of the buildings and inspection of work to ensure that quality standards are maintained or improved.

KPA's	KPI's
Administration Management	- Attend to tenant's general comforts. - Ensure that all requests are dealt with swiftly. Where Eris is not responsible for the interior of the leased premises it is important to assess the complaints/requests and to determine the responsibility for repairs. Where unsure it must be escalated to the Centre Manager to resolve - Control source documentation and maintain a filing system per building. This relates to the building specific files where the monthly inspection sheets, fire registers, incident reports are kept. These files must always be up to date with all the relevant documents. - Obtain approval for budgeted and unbudgeted expenditure applications for all work orders issued to service providers in line with authority limits document. - Manage the key register and key box for each building. - Ensure that there is a key box at the helpdesk for each property and that there is a key register in place. Audit the key register monthly. - Ensure completeness of lift registers and forward to Services Manager monthly.

	• Copy of the register must be kept in the building file, by the building supervisor, and a copy of the registers must be sent to the service manager by the fifth of each month, irrespective if there were any breakdowns for that month.
Risk Management	• Manage and inspect statutory compliance requirements to ensure that handheld fire equipment is serviced on an annual basis. This must be recorded and filed in the building files. • There is adequate signage in the emergency exits and to ensure the passages are free of any obstacles. Must be recorded and filed in the building files. • The emergency generators are fully operational at all times by doing a weekly 'no load' test and a monthly 'full load' test. Must be recorded and filed in the building files. • The emergency lighting, specifically the fire escape routes, in the building are checked on a weekly basis. Must be recorded and filed in the building files. • The fire alarm and or PA system is fully operational at all times. The smoke detection panel in the building is fully operational and that there are no false alarms indicated on the panel. Must be recorded and filed in the building files. • The fire pumps are fully operational at all times by testing them on a weekly basis. Must be recorded and filed in the building files. • Reporting and recording of all incidents that occur at any of the buildings under management and ensure that all incidents are recorded in writing and filed in the building file, and that a copy is sent to the Service Manager Must be recorded and filed in the building files • Maintain a high standard of housekeeping and attention to detail. Report all irregularities to the Helpdesk and inform the Centre Manager of any problems. Follow-up to ensure that the problems are resolved. If approved, action with relevant contractors or responsible parties and ensure finalization. • Complete risk inspection reports as per the OHS file per site. Ensure that the reports are completed within the time frame and ensure that the report is filed. • Make safe any unsafe condition by taking the appropriate steps to control the situation by barricading or evacuating the area. Once the area is safe, co-ordinate and manage the situation until such time that management or the emergency services takes control of the situation. Ensure that it is recorded in writing.
Financial Management	• Outstanding purchase orders to be managed and followed-up daily. The My Buildings/ FSI /PIMS reports must be audited on a weekly basis to ensure that all jobs are attended to. This task is done in conjunction with the helpdesk operator. • Submit budgets requests or ad hoc repairs in accordance with the set time schedule and process. When requested by the Management Team (CM/PSM/PM) to get the necessary information and to present the documentation in an orderly manner

	• Technical Reports for manpack - this will be an executive summary of all the items that needs attention on the various buildings. This must coincide with the monthly building inspection report. • Assist with preparation of budgets
Asset Maintenance & Management	• • Manage/oversee and control/report all the contractual services per site. Ensure that all service items that is budgeted is serviced in the months that it is in the fixed budget. Perform entry/exit inspections. Ensure that remedial work is done, or the cost of the repairs is obtained post the entry/exit inspection as per agreement with the CM, PSM and PM • Manage and control all ad hoc maintenance carried out at the various buildings on a daily basis. • Ensure that the My Building / FSI reports are used to track the outstanding job cards and follow up with the service providers on a weekly basis. • Obtain the necessary quotations for adhoc maintenance as and when required. • Follow-up on the status of the outstanding work and ensure that the job is completed up to the invoice. • Ensure that a copy of the monthly building inspection report is presented to the Centre Manager • Effective involvement and participation in projects, revamps, Tenant Installations, inspections, handovers as required • Liaise with the relevant professional teams to obtain approval for plans and signage for tenants • Liaise with the relevant professional teams, where necessary, regarding any new installations or snags related to previous installations. • Daily and timeous liaison and feedback to all customers in respect of deficiencies, scope of work, service requests, plant performance etc. • Effective liaison with local authorities (Umhlanga Ridge New Town Centre Management Association) & Government Departments on and off-site as required. • Effective management and control of energy and general utilities. • Manage installation of new metering equipment for new tenants. • Compile an Asset Register for the property.
Service Provider and Staff Management	• Understand the staffing requirements on site for the effective management of the cleaning, security, landscaping, waste management and general contractors accordingly.

Customer Service	• Liaison between internal & external clients in a professional and courteous manner. • Communication and feedback to tenants, Centre Manager, Property Manager and Service Managers on specific problems or requests made. • Ensure availability to attend to problems in the building infrastructure to provide tenant comfort at all times. • Be available to show prospective tenants' vacant space at the various buildings. • On call 24 hours per day, 7 days a week to assist in handling operational emergencies. • Pre and post inspection of areas to be utilized for promotional events. • Co-ordinate access to the property including vacant space for contractors.
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SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION	
Business	• Strong Communication Skills • Innovative thinking and ability to follow process. • Ability to work as part of a team. • The ability to interact professionally with tenants and landlord. • Competent time management skills • Professional attitude and capability • The highest level of client and business confidentiality at all times • Possess a high degree of organization and ability to prioritize multiple tasks simultaneously
Human Capital	• Transparent honesty. • Reliability. • Positive Attitude and highly motivated • Lead by example. • Assertive and effective communication. • Ability to create a professional office environment. • Organization and planning skills. • Demonstrate strong moral values, empathy, passion, career aspirations, and positive living

QUALIFICATIONS AND EXPERIENCE	
Qualifications	• Grade 12 (Matric), or technical qualifications related to facilities and infrastructure management.
Experience	• Minimum of 5 years' experience in a technical and property management field. • Training in Occupational Health & Safety Act.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

LINE MANAGER

Name and Surname	
Signature(s)	
Date	

EMPLOYEE

I declare that I have read and understood the above job description and acknowledge that my roles and responsibilities are not limited to the aforementioned.

Name and Surname	
Signature	
Date	