

# PROPERTY OPERATIONS OFFICER

**Location:** Ghana

## Role Purpose

Responsible for the management of the facilities of the Property. Assists with developing related budgets, procurement of services, handles third-party service contracts, and directs maintenance procedures. Ensures that all buildings, grounds, and equipment are well maintained and in optimal working condition. Assists with implementing departmental and procurements policies and procedures and ensures that all operations are in accordance with established health and safety regulations. Assists with ensuring that services purchased are of acceptable quality at the least possible cost. Keeps management well informed of area activities and significant problems.

## Role Requirements & Activities

### Assumes responsibility for the effective operations management of Property and facilities.

- Continuously checks and inspects buildings to identify maintenance needs.
- Responds promptly and efficiently to tenant maintenance requirements.
- Responds promptly and efficiently to duties allocated to you by the Building Manager.
- Checks all main outer and inner doors (broken glass, open and close properly etc).
- Checks exterior of buildings and identify problem areas.
- Checks all fittings in toilets (taps, basin, urinals etc).
- Checks all equipment such as air-conditioning plant and Chillers, circulation pumps, standby pumps, sump pump, water tanks, lighting, plumbing, generators, transformer, RMU, CCTV, Electrical Distribution Boards, Early fire detection system, Fire fighting equipments, lifts etc.
- Ensures that you are familiar with how the emergency equipment functions and what the emergency procedures are.
- Performs repairs where necessary and if these cannot be repaired, advise building manager immediately.
- Identifies daily maintenance issues, log on Concept Evolution and communicates with the building manager to be scheduled for repairation.
- Inspects equipment, checks operating condition, and logs repair needs on Concept Evolution.
- Follows all safety rules and procedures and operates equipment in accordance with established safety policies and department procedures.
- Ensures compliance by contractors with legal regulations and OHS rules and procedure

- Completes regular OSH inspections and updates monthly reports as appropriate.
- Ensures that all issues logged on Concept Evolution are duly resolved and updated on Concept Evolution.

### Assumes responsibility for tenant installations.

- Assists Facilities Manager to perform ad hoc quality control checks on tenant installations – during or on completion.
- Ensures premises are in satisfactory condition during take up or exit inspection by tenant.
- Along with the Facilities Manager, assist tenants when they move into the premises
- Where necessary assists with the removal/relocation of partitioning

### Assumes responsibility for establishing and maintaining effective relationships with tenants.

- Maintains regular contact with tenants.
- Reports all tenant/any issues to Facilities and Property manager especially if tenants have lodged complaints.
- Ensures that urgent matters are reported immediately and attended to immediately.

### Assumes responsibility for maintaining related records.

- Assists area staff as needed.
- Ensures that management is appropriately informed of area activities.
- Attends meetings as required.
- Meets the maintenance needs of different departments throughout the facility.

### **Assumes responsibility for establishing and maintaining effective working relationships with area staff and with management.**

- Assists area staff as needed.
- Ensures that management is appropriately informed of area activities.
- Attends meetings as required.
- Meets the maintenance needs of different departments throughout the facility.

### **Assumes responsibility for related duties as required or assigned.**

- Ensures that work area and grounds are clean, secure, and well maintained.
- Completes special projects as assigned.
- Familiarizes himself with emergency numbers and contractors' details in order to assist the Facilities Manager or act up in his absence.

### **Reporting**

- Assist the Facilities Manager and Property Managers in coordinating the compilation of the monthly reporting.
- Assist FM with compiling of monthly operations report, including any other monthly reporting requirements.
- Assisting the Management with compiling the executive overview as and when required.
- Attend review sessions with Management.

## **Primary Relationships**

### **Internal Contacts**

- Real Estate Operations Team
- Regional Property Managers
- Finance Team
- Service providers
- Partners
- Tenants

### **Administrative**

- Assist in submission of the correct KYC and supplier application documentation for new supplier/contractor/service provider applications.
- Maintain all statutory required records in terms of Health and Safety required on site.
- Maintain required records and ensure compliance with relevant laws and regulations.
- Enforce and manage terms of rental/lease agreements.

### **Other**

- Achieve organization goals by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments.

### **External Contacts**

- Clients
- Senior Management
- Other managers
- General staff

## Competencies and Technical Expertise

### Competency / Performance

- Adapting & Responding to Change
- Fluent in English
- Good verbal and written communication
- Planning and Organising
- Attention to detail
- Confidentiality

### Technical / Professional Expertise

- Presenting & Communicating Information
- Delivering Results & Meeting Customer Expectations
- Relating & Networking
- Persuading & Influencing

## Required experience, Qualification & Skills

- High School or Degree in relevant field
- Minimum work experience of 1-2 years in the relevant field
- Excellent leadership skills with ability to manage a team of professionals in a fast-paced and growing environment
- Excellent interpersonal skills and ability to communicate with stakeholders at all levels.