



JOB DESCRIPTION

FACILITIES MANAGER

General Description:

A vibrant mall housing various businesses including agro-processors, Internet cafes, clothing stores, gift shops, craft stores, confectionery stores, furniture stores, and a cannabis dispensary is opening on the Waterfront in Castries. Located in the city, the mall seeks to provide an immersive agro-tourism destination experience, which celebrates the best at Saint Lucia.

Reporting directly to the Board of Directors, the **Facilities Manager** will be responsible for the day-to-day operations of the mall. The **Facilities Manager** will ensure smooth operations, maintain high standards of safety and cleanliness, and create a welcoming environment for tenants and visitors alike shaping the visitor experience at this unique Saint Lucian destination.

This position is for a fixed term and will be subject to renewal upon a performance review.

Key Responsibilities:

The **Facilities Manager** will be required to perform the following duties;

1. Oversee daily operations of the facility, ensuring all systems and services are functioning properly and profitably.
2. Manage and coordinate maintenance, repairs, elevator compliance and renovations as needed
3. Develop and implement policies and procedures for facility operations as defined and prescribed by the Board of Directors of the SLMB.
4. Develop and maintain emergency, health and safety and disaster response plans for the facility
5. Liaise with tenants and relevant stakeholders addressing their concerns and maintaining positive relationships
6. Ensure compliance with local regulations
7. Manage security personnel and systems to maintain a safe environment
8. Oversee janitorial and landscaping services
9. Prepare and manage the facility's operational budget
10. Coordinate with marketing teams to promote the plaza and its businesses
11. Implement and monitor energy efficiency and sustainability initiatives
12. Manage vendor contracts and relationships
13. Manage/ supervise all refurbishment and/or building projects being undertaken by facility.
14. Plan and forecast needs and requirements to ensure that the property maintains its market value.
15. Prepare regular reports for the Board of Directors on facility performance and issues

The Candidate

Skills, Abilities and other Requirements:

- Strong knowledge of building systems, safety regulations, and maintenance procedures
- Excellent organizational and problem-solving skills
- Superior communication and interpersonal abilities (written and oral)
- Proficiency in Microsoft applications, Office Suite and other relevant facility management software

- Experience in budget management and financial reporting
- Familiarity with local business regulations and practices in Saint Lucia

Personal Characteristics and Profile:

- Highly organized with strong attention to detail.
- Ability to prioritize tasks and manage time effectively.
- Proven experience in facility management, preferably in a commercial setting.
- Knowledge of building maintenance, safety regulations, and operational procedures.
- Understand tenant needs across diverse business types.
- Excellent communication and interpersonal skills for interacting with tenants, vendors, key stakeholders and the Board of Directors.
- Possess conflict resolution skills to handle tenant complaints and issues diplomatically.
- Ability to quickly identify and address issues that may arise at “Anchorage”.
- Innovative thinking to improve operations and enhance the tenant and visitor experience.
- Committed to creating a positive experience for both tenants and visitors.
- Basic understanding of budgeting and financial management.
- Willingness to work outside regular business hours if needed, especially in emergencies.
- Strong focus on maintaining high standards of safety and cleanliness throughout the plaza.
- Knowledge of health and safety regulations and best practices.
- Understand and sensitive to the local culture and community.
- Ability to foster a sense of community and collaboration among tenants.

Technical Experience Required:

1. Bachelor’s Degree in Management Studies, Facility Management, or related field with at least three (3) years relevant experience.

OR

1. Diploma of Associate Degree in Business Administration plus certificate in Facility Management and Project Management with at least five (5) years relevant experience.

OR

1. Equivalent qualifications and experience.

This position offers a competitive salary commensurate with experience and qualifications. Suitable accommodation will be provided at the facility in Waterfront, Castries.

Applications should be sent via email to slmb.humanresource@gmail.com. Only shortlisted candidates will be contacted.

Deadline for applications: **Friday 16th August 2024**