

JOB DESCRIPTION

Job Title: Operations Manager	Report To: Mall General Manager
Location: Phnom Penh	Date: 4th September 2020
<p>Purpose of role:</p> <p>Operations Manager is responsible to handle the day to day operations in the Mall ensuring operations are kept up to the highest quality standards of service to maximize customers shopping experience and tenant sales by managing all in-house and outsourced service providers to fulfil the following key responsibilities but not limited to.</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Lead operations team ensuring the highest quality standards of service to maximize customers shopping experience and tenant sales. • Manage cleaner resources to achieve high quality of hygiene. • Responsible for the on-site waste management • Manage parking operations to ensure a positive parking experience for each customer at the designated parking lot. • Lead facility team to manages preventive and predictive maintenance, repair, and fit-out, demolish construction work to sustain safe and reliable operation for K Mall as well as other Urbanland asset classes. • Lead IT infrastructure staff to ensure Mall IT are smoothly working and secured. • Responsible for security oversight by implementing security systems, protocols, procedures, policies, and managing of contracted security staff. • Maintains a safe environment and identifies and eliminates safety hazards to staff, tenants and customers. • Manage budget in Operations 	
<p>Competencies:</p> <ul style="list-style-type: none"> • A strategic thinker with sound business acumen, result-oriented, self-motivated, confident, outgoing with initiative and able to work independently • Good interpersonal skills, ability to manage customer, staff, contractors and tenant relationships • Good communication skills - verbal and written in English and Khmer • Computer proficiency with Excel, Word, Outlook and PowerPoint • Be able to work in flexible schedule including nighttime, weekend and public holiday • Good knowledge of IT infrastructure • Ability to read and interpret blueprints, construction documents, and lease plans • General knowledge & understanding of Mechanical, Electrical, Plumbing, HVAC, Fire Protection & Fire Alarm systems/codes • Good leadership skill, ability to manage, monitor and develop subordinates • Good process management and attention to detail 	
<p>Qualifications and Experiences:</p> <ul style="list-style-type: none"> • B.A. degree in management or relevant field • 6 years' prior facilities/operations management preferably in retail/commercial/hospitality setting • At least 3 years' experience in supervising team 	