

Job description – Facility Manager

MMO provides executive managed offices in Maputo, offering businesses an executive turn-key working environment. We offer full service work spaces allowing company to start work in Mozambique without delays. We have a varied client base of which the majority are multinationals and extractive industry related.

The Facility manager is responsible for the management of services and processes that support MMO's core business, the running of our office centres in Maputo. The FM is involved in day-to-day operations, particularly in relation to buildings and premises. The facility manager ensures that MMO has the most suitable working environment for its clients and their activities. He/she is in charge of all the services which ensure functionality of the environment. These include the property management and also managing areas such as health, safety, utilities, services, staff and strategy planning. This also includes using best business practice to improve efficiency, by reducing operating costs while increasing productivity. Moreover the FM is expected to motivate and manage our team, whilst ensuring that our executive offices always function at the highest level.

Additionally the FM is expected to participate in strategic planning as well as business development, this can be from identifying new clients to securing new business.

Duties

- General management of the office centres on a day to day basis and organize workloads accordingly
- Managing of all office facilities such as; Procurement & contracts, Repairs & Maintenance, IT & Telecoms, Health & safety and office supplies
- Inspect structure of building and determine if repairs are needed, supervise renovations and additions.
- Transport, dispose of, or relocate office equipment and furniture
- Oversee printing and reproduction services are fully functional and cost are being recurred from clients
- Management telecommunications, including installation of a telecommunications system.
- Evaluate and adjust energy expenditures and advise staff on how to reduce utility bills
- Negotiate with outside vendors for supplies, repairs and other measures, outsource where required.
- Ensuring that facilities meet government regulations and environmental, health and security standards
- HR function; Record keeping, policies & procedures, HR issues
- Strong administration; drafting & reviewing contracts for the company, attend/assist with any legal matters, deal with company insurances
- Identifying customer needs and solutions, dealing with escalated client complaints
- Answering customer enquiries in an efficient and effective manner
- Maintaining and develop new accounts; follow through from initial customer interaction to delivery of service
- Active securing of new business and strong marketing capability
- Gathering and management of information on customers and competitors in order to identify opportunities for expanding services
- Generating sales as well as develop proposals, presentations and marketing campaigns
- Focused networking with the ability to network at senior level and able to build strong business relationships
- Growing and developing the business
- Business acumen
- Liaise with our head office in London about business development and growth opportunities

Requisites

- Practical project manager
- Service professional with the drive and energy to deliver high standard client service
- Experience in managing offices and projects
- An ability to deal with customer complaints quickly and efficiently, excellent customer service attitude
- The ability to work in fast paced environment and to be able to adapt to change quickly
- The ability to work independently and as part of a team
- Previous experience in drafting and reviewing company contracts
- Ability to demonstrate professionalism at all times
- Strong administration skills
- Critical thinking and problem solving skills
- Proven professional communication and interpersonal skills

- Detail oriented and strong analytical skills
- Conscientious and assertive with excellent leadership qualities
- Talented, sharp and commercially astute
- Natural flair for motivating and inspiring others
- Encouraging and maintain a positive working environment
- Can-do attitude
- Proficient with Microsoft Office applications especially Excel
- Driving license
- Speaks, reads and writes English and Portuguese fluently
- Preference is given to Mozambican nationals

How to apply

Please send your Curriculum Vitae and cover letter to recruitment.mmo@gmail.com with the subject line “Facility Manager” before Monday 15-12-2014.