

ERIS PROPERTY GROUP



JOB DESCRIPTION: OPERATIONS MANAGER

DATE ISSUED April 2023

REVISION 1

COMPILED BY LINE MANAGER

REVIEWED BY

HEAD: GAUTENG REGION

Doc.: HR

APPROVED BY EXECUTIVE HEAD: FACILITIES AND PROPERTY MANAGEMENT

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Position : Operations Manager

Division : Property Management

: Eris Property Group

: Cape Town Regional Office

Reporting to : Head: Cape Town Region

PURPOSE OF JOB

Maintenance management of building services, all mechanical, electrical, structural, and civil aspects of each asset within the official investment strategy of each asset and the financial reporting thereof including but not limited to budgeting.

KPA's	KPI's
Building Management	<ul style="list-style-type: none"> • Conducting Annual and Bi-Annual Building Audits to ensure proactive maintenance and planning 5-years' expense forecasts and implementing. • Compile and complete budgets regarding general expense provisions for all operational issues i.e. service contracts, electrical, plumbing, consumables, extra ordinary expenses, and capital expenses • To do Annual and Bi-Annual tenders of service contracts to ensure the company receives the best possible price and the highest service. • Investigate new products and technology in the market as to improve on quality and reducing existing expenses. • To conduct regular building inspections and to train on site staff to maintain the property to agreed standards. • To inspect all work authorized prior and after completing and approve invoices for payment to contractors. • Compile specifications for work to be placed on tender or quotation and recommend contractors to be used and projects manage work in progress until completion. • Ensure that new tenant installations are completed within the time frame provided as and when required or where the Tenant Installation department is not responsible for such installation. • To meet with tenants and resolve complaints as required. • To manage onsite building staff • To carry out adhoc tasks as and when required

<p style="text-align: center;">Financial and Administration</p>	<ul style="list-style-type: none"> • To ensure that major expenses are affected as per budgeted date to avoid variances and to keep working budgets up to date. • General correspondence to keep Centre Management, Property Managers, Building Staff and Tenants informed of work to be affected. • To do regular building inspections as to ensure that contracted services and work are affected as per service agreement. • Provide Asset Managers, senior Property, Regional and Asset managers with related reports when required. • Compile visual and cost accurate reports or quotations to Asset Manager and Property Management for major expenses to be motivated and approved. • Attend monthly Portfolio meetings with Regional Manager and Asset Managers as to report on variations, outstanding and uncompleted work, work in progress and general items. • Assist and/or guide Centre Management or Property Management and Building Staff with day-to-day maintenance related problems experience at the properties. • To do regular stock control of goods, material, consumables on the property. • To comply with the Company Procurement Policy and other policies. • To execute performance appraisals as and when required per Eris policy. • To manage and maintain services contract audits on an annual basis or as required or requested. • To compile expense schedules, ops cost schedules, and national rates. • To ensure that office and building staff shortfalls with regards to training, performance and quality of work is continuously noted and discussed with management. • Income statement and variance reporting
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SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION

<p style="text-align: center;">Business</p>	<ul style="list-style-type: none"> • Very strong communication and administrative skills. • Innovative thinking and ability to follow process. • Dynamic and enthusiastic • The ability to interact professionally with tenants and landlord. • Competent time management skills • Professional attitude and capability and personal initiative • Be deadline driven.
<p style="text-align: center;">Human Capital</p>	<ul style="list-style-type: none"> • 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
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QUALIFICATIONS AND EXPERIENCE	
Qualifications	<ul style="list-style-type: none"> • Grade 12 (Matric), Relevant Diploma or degree related to Services, Operations and/or Facilities Management and infrastructure management. • Technical Qualification will be advantageous.
Experience/Skills	<ul style="list-style-type: none"> • Minimum of 7 - 10 years' experience in Property Services/Facilities Management or Operations • Understanding of maintenance planning and scheduling • The role requires travelling (in some cases across regions) • Strong Proficiency in relevant computer packages (MS Office) and software packages • Excellent attention to detail in respect of motivations, numeracy and administrative accuracy

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	