

We are looking for a Senior Facilities Manager for our Integrated Facilities Management business line.

About JLL

We're JLL. We're a professional services and investment management firm specializing in real estate. We help organizations around the world achieve their ambitions by owning, occupying and investing in real estate.

If you're looking to step up your career, JLL is the perfect professional home. At JLL, you'll have a chance to innovate with the world's leading businesses, put that expertise into action on landmark projects, and work on game-changing real estate initiatives. You'll also make long-lasting professional connections through sharing different perspectives, and you'll be inspired by the best. We're focused on opportunity and want to help you make the most of yours. Achieve your ambitions – join us at JLL!

Dupnitsa, Bulgaria

Role Purpose

An exciting opportunity has arisen for an experienced and customer focused Senior Facilities Manager based on site with one of our key accounts in Dupnitsa. The Senior Facilities Manager will manage FM activity at our client's various facilities in the country and support the Regional Facilities Manager in ensuring JLL IFM contract delivery is achieved. The Senior Facilities Manager is responsible for assisting in all aspects of client and tenant satisfaction, contract delivery, management of hard and soft services, financial management and leading the JLL team where applicable.

What this job involves

- Promoting high level of satisfaction among client users by promptly responding to their service requirements.
- Demonstrates leadership, gives direction and mentors the JLL team on site to promote engagement and excellency in customer service and delivery
- Responsible locally for Building Management Systems, PPM Schedules, Task System, EHS and Quality Compliance
- Ensures compliance with JLL and client best practice, policies and procedures including statutory compliance, GMP (Good Manufacturing Practice) where appropriate, Quality and EHS compliance.
- Acts as go-to person in relation to all facilities/project/fit out/crisis management activities on site ensuring timely solutions and identification and removal of potential roadblocks
- Develops a close working relationship with Client Key Stakeholders and all FM vendors to ensure that they fully understand the Client culture and become partners in delivering a high-quality service

- Has ability to address minor technical repairs and is first point of contact relating to all building issues including out of hours escalations
- Monitor PPM schedules, O&M's, warranties, Task System, Asset & Life Cycle Registers
- Responsible for Health & Safety during events, including contractor supervision, reviewing of H&S documentation and working closely with the Health & Safety Manager
- Monitors and ensures office housekeeping and cleanliness is delivered to highest standards and that JLL post room functions are delivered in a timely efficient and customer orientated fashion in alignment with Shipping
- Proactively manages spend and budget locally in line with JLL policies and procedures including the processing of PO's, invoices, budgets, service charges, rates, rent, insurance and local taxes etc. as applicable.

Sound like you? To apply you need to be able to demonstrate the following skills and experience:

- Experienced in the management of total FM services, experience of self-delivered engineering services contracts in a regulated environment is preferred
- Able to demonstrate a proven track record of managing soft services in line with GMP
- Able to build and maintain strong client relationships
- Experienced in delivering technical services for a pharmaceutical, life sciences, manufacturing or similar client and must fit well culturally into this demanding and fast based environment
- Experienced in financial management and budgeting while identifying cost savings/avoidance
- Advanced in Microsoft Office (Excel, Word, and Outlook)
- An excellent communicator including presentation and negotiation skills
- Able to manage multiple projects and priorities
- Able to network at all levels within the organization
- Flexible and adaptable to changing business requirements is a prerequisite for this role
- Able to display initiative, confidence and professionalism in all dealings
- Prepared to be on call and work outside normal working hours where applicable
- Degree qualified, preferably in property, facilities operations or engineering
- Driven to meet deadlines, manage time effectively and work in a pressurized fast paced environment.
- Must speak local language and English

What you can expect from us



Achieve your ambitions

You'll join an entrepreneurial, inclusive culture. One where we succeed together – across the desk and around the globe. Where like-minded people work naturally together to achieve great things.

Our Total Rewards program reflects our commitment to helping you achieve your ambitions in career, recognition, wellbeing, benefits and pay.

Join us to develop your strengths and enjoy a fulfilling career full of varied experiences. Keep those ambitions in sights and imagine where JLL can take you...

Apply today at jll.com/careers.