



elevare
Unique Insights, Unrivalled Outcomes

Facilities Operations Manager - Dublin - Full-time

Job Description

Elevare is a Leading Support Services company that delivers 5-star solutions to our clients. Customer Service is always at the center of our operation, and we endeavor to attract and retain like-minded people to join our team.

The role of our Facilities Operations Manager is to lead our Facilities and Security team in the Dublin region. You will be required to demonstrate excellent customer service skills while ensuring a safe and secure workplace.

Candidate Requirements:

- 3 years minimum Management experience in a similar role
- Successful in leading and developing teams
- Strong interpersonal and communication skills
- Strong numeric & commercial insight to proactively manage Strategic accounts to maintain margin and meet account targets.
- Compiling weekly, monthly and quarterly reports using data to support decisions.
- Proficient in Word, Excel, PowerPoint with strong administration skills.
- Excellent attention to detail.
- Outstanding customer service skills.

Roles and Responsibilities:

- Ensure that all activities within the Operations function are planned and executed to meet business needs, customer needs and the Operations schedule.
- Completion and oversight of the Facilities and Security Dublin operations roster.
- Ensure delivery of the contract is in line with KPIs and commercial terms.
- Responsibility for managing resources, relationships with vendor and clients.
- Provide the highest quality service while continuously seeking to exceed our client's expectations.
- Providing leadership and direction to colleagues and promote a culture of continuous improvement and open communication.
- To supervise and support a team that meets and exceeds the customer expectations.
- Ensuring adequate and appropriate training, advice and support is provided to make the team successful.
- This includes ensuring knowledge and the use of key systems, tools and policies; deliver regular training refresher modules and promoting a culture for openness and constructive feedback.
- Effective training records must be maintained and available for review
- Recruitment and support line manager to ensure strong staff retention.
- Compiling operational reports for Client Managers.
- Enhancing security levels and maintaining assignment instructions.
- Overall accountability for assigned Customers including sales, service delivery, KPI attainment and client satisfaction.
- Effective risk management through proactive measures.
- Managing/Reporting all matters regarding Health & Safety and Security.
- Adhering to company policies and procedures.



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- Experience in supervision / management of people and resources.
- To provide leadership and a clearly identifiable work ethos

Benefits of working with Elevare:

- Salary dependent on experience
- Opportunities to advance career through to senior management level
- Part of an expanding and exciting environment

If you have the necessary experience please forward your C.V to hr@elevare.ie