

JOB DESCRIPTION

Job Title	Facilities Coordinator
Department/Client Account	Diageo Budapest
Line Manager	Facilities Manager
Number of Subordinates	N.a.
Job Summary/Goals	<p>The Facilities Coordinator (FC) functions as the professional who assists the Facilities Manager, supporting the management of service delivery in his assigned buildings. The FC is responsible for assisting in all aspects of client and tenant satisfaction.</p> <p>Additionally, the FC is responsible for representing Jones Lang LaSalle in the local and regional business and real estate community in order to promote Jones Lang LaSalle's reputation and capabilities to prospective tenants, clients and The Client.</p>
Essential Duties and Responsibilities	<p>The FC is directly accountable for the following typical activities:</p> <ul style="list-style-type: none"> • Promotes high level of satisfaction among property management team members and The Client users by promptly responding to their service requirements. Assures prompt response by other team members and selected contractors through dispatch, voice mail and/or other direct contact. • Provides administrative support to the Facilities Manager/Senior Facilities Manager. • Promotes a team working environment by performing the prescribed duties personally or in conjunction with other members of the FM team, including service provider personnel. • Ensures compliance with the Jones Lang LaSalle Best Practice, policies and procedures. Takes secondary position in assuring that the property achieves stated objectives relative to the scope of the contract. Implements Best Practices and Jones Lang LaSalle standards for FM service provision. • Maintains overall responsibility for the building(s) filing systems. Assists the Facilities Manager's efforts in developing and maintaining lease, insurance, general buildings, project, vendor and contract files and assists in the preparation of personal files. • Acknowledges role as management office "ambassador". Ensures that the firm's image is reflected through proper telephone and reception procedures, and quality service. Greets guests and visitors to the management office and effectively deals with their concerns by exhibiting a professional, mature, courteous, gracious and efficient manner. • Receives calls at management office, determines nature of business, and directs callers to destination. • Maintains role as secondary contact for user relative to service requests. Communicates regularly with the Help Desk, providing necessary support and information to this primary user contact.

	Assists the Facilities Manager in developing a close working relationship with all of the vendors under his control to ensure that they fully understand The Client culture and are made to feel part of the team delivering a high quality service.
Additional Duties And Responsibilities	<ul style="list-style-type: none"> • Responsible for initiating and closing purchase orders. Maintains purchase order file for invoice back-up in anticipation of receipt of invoices for accounts payable processing. • Tracks compliance with insurance requirements among contractors, vendor and suppliers. • Assists Facilities Manager and other team members in preparing Standard Operating Procedures manuals. • Coordinates response to more complicated user service requests and assures follow-up. • Assures compliance with Jones Lang LaSalle policies, procedures and standard practices. • Assist the Facilities Manager to complete any other role related duties and tasks which are not detailed above.
Key Performance Measures	<ul style="list-style-type: none"> • Compliance with Health and Safety legislation. • High customer satisfaction survey rating. Work order closure within agreed timescales
Skills	<p>Good working knowledge of Microsoft Word, Microsoft Excel, Microsoft Outlook, Internet access, PowerPoint, , and any other software program or piece of technology identified as standard for Jones Lang LaSalle or requested by The Client.</p> <p>Customer and result focused Fluent in English & local language Excellent organisational skills Strong communicational skills</p>
Experience	At least 3 year experience working in a similar facilities management related position or in customer facing environment. Proven track record of achievements in a facilities related role.
Qualifications	At least College degree