

# MCARTHURGLEN

GROUP

|                   |                             |                        |            |
|-------------------|-----------------------------|------------------------|------------|
| <b>Job Title</b>  | <b>Facilities Assistant</b> | <b>Function/Region</b> | Facilities |
| <b>Reports To</b> | Facilities Manager          | <b>Band</b>            | 2          |
| <b>Location</b>   | Vancouver                   |                        |            |

## **Our Mission**

'To create the finest retail experiences.'

## **Our Purpose**

'Making the extraordinary possible'

## **Purpose**

To assist the Facilities Manager in providing a pro-active, efficient and effective Facilities Management, regulatory compliance, health and safety and security service for the centre, to ensure that customer satisfaction is maximised and high standards for the centre are set and maintained at all times.

## **Responsibilities**

### **First Point of Contact:**

- Act as the primary contact for facilities issues within the center and its grounds, resolving concerns promptly and efficiently.
- Escalate complex problems as necessary to maintain a safe and pleasant environment for customers.

### **Financial Oversight and Administrative Excellence:**

- Manage financial aspects, including raising purchase orders.
- Oversee the purchase order tracker, ensuring monthly charges are sent to Accounts Payable.
- Complete banking procedures as required.
- Ensure all administrative elements of property services management and regulatory compliance are consistently maintained.
- Manage tracking spends and report against budget in a timely and professional manner.

### **Contractor Management and Business Development:**

- Demonstrate and approve/deny contractors on-site through the contractor tracker.
- Monitor and assess contractor performance, escalating issues as needed.
- Assist the Facilities Manager in monitoring contractors' work to ensure high standards, timeliness, and adherence to budget.
- Contribute to the development and communication of facilities management best practices.
- Continuously seek new initiatives and changes to develop the business, protect the asset, and optimize costs.

### **Vendor Relations:**

- Manage vendor queries and ensure timely processing of invoices.
- Maintain a professional relationship with vendors.

### **Fault Monitoring:**

- Monitor fault information and report unresolved issues to the Facilities Manager.
- Encourage tenants to fulfill maintenance requirements to protect McArthurGlen's assets.

## Data Reporting:

- Input accident stats, near misses stats, and environmental KPIs into relevant reporting systems.
- Compile security KPI data and provide reports to the management team.

## Compliance and Responsibility:

- Adhere to McArthurGlen Health, Safety, and Sustainability policies.
- Comply fully with the company's policies and procedures.
- Act at all times in the company's best interests and those of the entities represented.

## Requirements

- Education to 'A' Level or equivalent (desirable).
- Facilities management experience (desirable).
- Strong relationship-building skills (internal/external).
- Effective communication skills.
- Intermediate proficiency in Word, Excel, Outlook, and PowerPoint
- Experience with Workday (desirable)

## Our Success Framework



### **McArthurGlen, an extraordinary experience for everyone.**

At McArthurGlen we value the diversity of our people.

We celebrate difference and believe that everyone is extraordinary.

We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.

We learn and grow together, we all belong.