



**Internal Job Posting**

<b>Job Title:</b>	<b>General Maintenance Manager</b>
<b>Department/Location:</b>	Commercial Operations
<b>Reports to:</b>	Director of Commercial Operations
<b>Position Supervises:</b>	All Commercial General Maintenance Techs (5-7)
<b>Fair Labor Standards Act (FLSA) Status:</b>	Exempt Salary
<b>Employment Status:</b>	Full Time
<b>Revision Date:</b>	5/2020

**JOB SUMMARY:**

The General Maintenance (GM) Manager is responsible for overseeing the GM technicians, and the installations, repair and maintenance efforts across Urban Land Interests’ commercial portfolio. The GM Manager ensure that his/her team has the best physical resources to complete their duties within budget. The GM Manager will have a solid understanding of carpentry, roofing, tuck pointing, fire suppression, life safety and other crafts. The GM Manager will resolve problems timely whether directly or by assembling a team to solve those issues.

While actively demonstrating Urban Land Interests’ Mission, Vision and Values, this position manages a general maintenance team of five to seven employees and supports over 1,400,000 square feet of commercial Class A office space located on Madison Capital Square. The general maintenance team’s responsibilities include repair, maintenance, replacement, and project management for a full range of facility functional areas. These include but not limited to finishes, hardware, light mechanical maintenance, roofing systems, façade systems, fenestrations and glazing, life-safety systems, sprinkler systems, snow removal, light grounds work, access control, security, and other related systems. The GM Manager coordinates closely with the city of Madison and other commercial operations managers to understand residual impact of any and all city projects. This position also provides backup leadership to the other functional manager areas and is expected to be proficient in a wider range of facility related processes and systems.

**ESSENTIAL FUNCTIONS & RESPONSIBILITIES**

- **Talent & Culture:**
  - Provide overall leadership, direction, and support to the general maintenance team in our mission to anticipate tenant needs and exceed tenant expectations.
  - Develop, support, and train all team members, by example, guidance, and direction to provide the highest standards of customer service to our tenants and internal customers.
  - Cross-train critical functions to create backup and development pathways for employees.
  - Support safety and security programs and initiatives to meet our tenant’s expectations and to ensure that ULI service team members work safely
- **Operational Duties:**
  - Develop and institute programs, policies, and procedures that enhance the commercial operations department’s ability to deliver a quality product and maintain quality environments, as well as promote safety, accountability, and company profitability.



- Anticipate, plan for, and manage a range of facility projects, including complex multi-year engagements. Must have critical evaluation skills to unearth root cause issues and develop a range of alternatives to present and advocate with owner stakeholders.
- Consistently demonstrate communication success with all stakeholders. Know how to effectively use communication to further our mission and unite all ULI behind a common goal.
- Prepares, negotiates and administers general facilities maintenance work. Work to include preparing budgets for general maintenance projects, overseeing project execution, resolving complex work problems, recommending contract change orders, preparing progress reports, and reviewing invoices and authorizing payments.
- Tenant issue resolution, for tenant-driven inquiries which require coordinated response and judgement to advance an issue through various teams at ULI while assuring appropriate response to tenant or any other affected party.
- Perform physical inspections of property, reviews asset condition, and makes recommendations for improvement. Investigates chronic or reoccurring issues, develops solutions, makes programing adjustments as needed for improvement.
- Manage portfolio operating expenses in a manner consistent with the highest quality Class A environments, balancing short term cash needs with long term asset ownership. To include budgeting, management, and cost containment practices for all operating expenses. Including but not limited to service contracts, materials and supplies, labor, and all related operations.
- Manage general maintenance department profitability.
- Be an active member of the commercial management team to provide management support and continuity. Provide on-call support to all ULI operations departments.
- Other duties as required.

## **NONESSENTIAL FUNCTIONS & RESPONSIBILITIES**

- Support ULI teams in the design development of construction projects and operations.
- Provide expertise and guidance on new building and development and redevelopment projects.
- Be a resource to all other ULI departments, providing guidance and counsel on operations, including but not limited to maintenance and general management.
- Support ULI's overall management and systems development.

## **QUALIFICATIONS**

- Effective written and verbal communication skills.
- Ability to motivate staff to be the best they can be and unlock their talents.
- Ability to build positive relationships in all encounters with stakeholders.
- Ability and predisposition to use influence leadership first, to advance all interactions to a better result.
- Knowledge of maintenance and customer service operations
- Knowledge of general building systems and operation
- General knowledge of the built environment, including design and construction.
- Facilities knowledge and experience required
- Ability to problem solve and prioritize tasks is vital
- Proven Ability to be an effective communicator, demonstrated by the use of various communication tools to unite employees and advance the company's mission.



**EDUCATION/CERTIFICATION/LICENSURE**

- Bachelor’s degree preferred

**EXPERIENCE**

- 10 years of progressively increasing responsibility
- 10 years of directly managing people.

**WORKING CONDITIONS**

Work is generally performed in an office environment all though will be required to be out in the field with the team at times.

- Class A office space; occupied and unoccupied
- Construction sites
- Other locations and conditions as required

**TO APPLY**

Qualified candidates may forward resume and cover letter to Human Resources at [HR@ULI.COM](mailto:HR@ULI.COM) and include “**GM Manager**” in the subject line.

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