

ALL AMERICAN FACILITY MAINTENANCE, INC.

Nationwide Facility Maintenance Company in Dania Beach, FL with over 20 years in the industry providing remodeling and facilities maintenance services to the retail and restaurant markets is currently seeking a highly-motivated and qualified Facilities Maintenance Account Manager. The candidate will possess the ability to multi-task and interact professionally with others.

KEY RESPONSIBILITIES:

- Receives, plans and coordinates project work orders related to facilities maintenance for plumbing, electrical, handyman/general contractor and HVAC.
- Oversees progress of work orders from inception to completion.
- Coordinate and track all Vendor Request For Proposals (“RFPs”)
- Review and approve invoices and proposals.
- Ensure any changes to scope of work are documented and approved.
- Identify and address areas of concern regarding potential risk surrounding project, project logistical issues, budget and scope
- Engages vendors to meet the needs of work orders as written.
- Analyzes and determines needs of customer to develop scope and schedule for project.
- Handle job escalations and communicate services issues to Sales Manager.
- Resolves issues and refers significant issues to regional/corporate contact.
- Strengthen relationships with existing accounts.
- Review measurements and ensure goals set for the team are met.
- Prepare/update project status reports, process invoices, update tracking reports, and maintain files for due diligence and financials
- Actively track each aspect of project performance against schedules and critical path
- Coordinate the activities of sub-contractors and the relocation of technical functions
- Demonstrate a proactive focus on meeting client and project requirements in a timely and cost effective manner
- Mentor, train, and lead team to increase productivity and maintain goals.
- Ensure customer satisfaction and follow up
- Any other reasonable duties and responsibilities that may be assigned

Experience/Skills:

- Ideal candidate comes with up to 3 years of experience in retail, construction, commercial general contracting, project management, vendor management or account management.
- Ability to prepare and track budgets
- Understanding of technical requirements for a business relocation, construction and renovation projects
- Must have good understanding of facilities repairs, including plumbing, electrical and HVAC. Previous experience is preferred.
- Familiarity with architectural drawings and furniture and space planning concepts a plus
- Able to adapt and prioritize, meeting deadlines, in a fast-paced team or independently environment
- Outstanding interpersonal and communication skills (verbal and written) with the ability to successfully communicate with architects, contractors, client’s representatives, and team members
- Flexibility with work hours and travel as needed
- Extensive use of computerized client management systems.
- CAD a plus but not necessary.
- Experience working with & managing sub-contractors.