

United Arab Emirates Jobs Expertini®

Manager – Client Relations (FM Manager)- Arabic speaker

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Company: Ejadah

Location: , Abu Dhabi Emirate, United Arab Emirates

Category: business-and-financial-operations

Manager – Client Relations (FM Manager)- Arabic speaker Effectively plan and manage onsite client relations, quality of service delivery as per client SLAs and QHSE standards for assigned client accounts through various FM activities for respective client accounts for profitability whilst ensuring maximum customer satisfaction Manage the individual clients accounts ensuring the planning and allocation of all resources (to manage manpower vs. task requirement) that ensures effective manpower utilization of resources to meet or exceed customer requirements and expectations and implementation of appropriate standards and controls to ensure that all the unit activities are carried out in an efficient and effective manner, meeting or exceeding all unit objectives. Adherence to SLAs and QHSE standards/ targets Account Revenue and Profitability Customer satisfaction score Quality Inspection scores Maintain effective communication with suppliers, Operations dept. and clients in order to ensure all customer enquiries are resolved and customer expectations are managed in a professional manner. Channels of communication used Manage and lead the account teams – in-house as well as supplier staff – to ensure service delivery as per accepted standards whilst upholding employee motivation, team work, grooming standards, staff performance & development, and client interactions. Employee satisfaction score and attrition rate Actively support the Section Head in business development activities within the client account to enhance account revenue and profitability of the business. % Revenue growth Prepare and provide timely technical/ performance reports for Operations department as per QMS requirements to ensure timely and accurate information for senior management decision making Accurate and on time reports Support the Operations & Mobilization team in

ensuring accuracy of supplier invoices in order to facilitate timely payment to suppliers. Timely payments made to

Minimum Qualifications and Knowledge: Diploma in Engineering or Graduate in Engineering (MBA would be added advantage)

Minimum Experience (number of years): 6 - 8 years of experience in facilities management, with 2-3 years in a managerial role. A diploma holder should have 10-12 years of experience in a similar role with 5 years in a managerial role.

Job-specific Skills: Planning skills, Analytical skills, negotiating skills, Communication and Presentation skills in English.

Behavioral Competencies: Leadership, Result Orientation, Effective Communication, Customer Service orientation, Networking skills and Collaboration & Team work.

About The Company: Ejadah is driven by the commitment to deliver Total Community Solutions including residential, commercial, retail, hospitality and mixed-use developments. Our services are designed and delivered to achieve the objectives of all stakeholders – maximum yields and ROI for landlords, developers and owners; continuity and sustainability for tenants and residents; satisfaction for all stakeholders. Ejadah, an Arabic word meaning proficiency, is made up of multiple services, called solutions. Each of our services is an expert in its respective discipline, united by a promise to deliver a broad spectrum of community services. We continue to penetrate the real estate services industry with our distinct positioning of solutions focused on Community improvement and lifestyle development. Ejadah is evolving into an integrated business model that delivers these services to the market through its verticals.

#J-18808-Ljbfrr

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