

Corporate Services and Real Estate - Regional Oversight Manager- Associate (Los Angeles)

Any candidates interested in this opportunity should contact Daniel Hong in Experienced Hire Recruiting at daniel.hong@gs.com

The Regional Oversight Manager (ROM) has responsibility directing and leading the provision and execution of Corporate Services and Real Estate (CSRE) services for the Firm's Los Angeles office. The position will be based in our Los Angeles office and will report into the Americas Regional Offices Manager located in San Francisco.

Principal Responsibilities

- Build long-term meaningful client relations with local senior management, Divisional Heads, Business Unit Managers and Administrators, as the primary CSRE contact for a regional office location.
- Ensure adherence to Firmwide policy, CSRE strategy and process, Compliance requirements, regional/local statutes and approved procedures in managing a regional facility.
- Support and coordinate operational aspects of Firmwide initiatives, projects and office expansions.
- Rigorously manage the IFM vendor to deliver the prescribed services as outlined in the contract, by effectively monitoring performance across a broad spectrum of functional responsibilities.
- Assist in developing the annual operating budget and monitor vendor spend throughout the year, as an active participant in the approval /change process.
- Consult with local Divisional leaders to understand business needs, anticipate future business issues and manage expectations.
- Act as a trusted advisor to local clients, aligning the demand for services, space and support with current CSRE business processes and strategies.
- Drive client engagement issues to closure in a timely manner, as a problem-solver, reinforcing the value of service and commercial excellence.
- Develop and maintain close business relationships with key operating partners, such as Information Technology, Legal and Compliance, Insurance, Controllers, CSRE SMEs and the IFM vendor.
- Act as the liaison between local senior management, CSRE teams, the IFM vendor, OGS and BCP/Crisis Management at time of event and during incident recovery.
- Provide appropriate regional program support for associated business units, such as Human Capital Management, Business Continuity/Crisis Management, Wellness and Global Security.
- Foster strong relationships with relevant property management, public officials and others, as they relate to the management of the regional facility.
- Attend industry seminars and symposiums with professionals in property, facility, document and associated service management, sharing those best practices and industry standards with other members of the regional office management team.
- Support and coordinate various regional projects, such as, financial reporting, BCP support, implementation of compliance policies, and various other projects as deemed necessary.

Basic Qualifications

- Minimum five years experience in a Corporate Services, Facilities Management, Property Management of relevant field
- Minimum five years experience in managing multiple functions, vendors and services
- Relevant four year college degree

Preferred Qualifications

- Excellent interpersonal skills and business acumen to develop solid and credible relationships with internal clients
- Strong experience in commercial service program development (procedures, process control SLA, KPI) to meet client demand
- Impeccable attention to detail, quantitative aptitude and analytical skills
- Strong organizational skills with the ability to manage multiple responsibilities while maintaining a high quality standards
- Proficiency in managing multiple vendors and ensuring exceptional service delivery in a demanding environment
- Experience in developing and maintaining operating budgets and solid financial skills
- Ability to maintain challenging schedule, meet tight deadlines and multiple priorities
- Demonstrated skills in negotiation, quantitative and qualitative analysis, problem solving, and execution
- Excellent project management skills, particularly in cross-functional environments
- Experience in working in a matrix organization with global influence preferred
- Knowledge of building operating systems, particularly UPS/Generator systems preferred

Please note that we will only respond to those resumes for which we have an interest. Goldman Sachs is an Equal Employment Opportunity Employer and does not discriminate in employment on the basis of age, race, color, gender, national origin, disability, veteran status, or any other basis that is prohibited by applicable law.