



Facilities Manager Success Profile – July 2011

About the Company

The wireless industry is complex and ever changing. To succeed, independent retailers need a single source that's easy to deal with, does what it promises, and remains competitive. Celluphone is that source.

Founded in 1983, Celluphone was appointed the first Authorized Agent for Verizon Wireless (then AT&T AMPS) thirteen months before cellular service was even launched in the Los Angeles area. Since then, they have grown to become one of the largest master agents in the country. Celluphone provides invaluable points of distribution for their carrier partners helping to build the wireless business of independent retailers. They provide dealers with unparalleled sales, marketing activation and equipment support and have earned the reputation as "America's Premier Master Agent", supporting several thousand active dealers throughout the United States.

In addition, the company owns and operates retail locations, "Wireless Neighborhood" throughout California and the Mid-West. Wireless Neighborhood is a Verizon Wireless Premium Retailer and exclusively sells Verizon Wireless, widely accepted as America's premier wireless service provider.

The organization has approximately 225 associates throughout California, Nevada, Texas, Illinois, Missouri and Wisconsin. Celluphone's corporate office is located in Los Angeles, California, south of downtown where the 5 Freeway meets Washington Boulevard.

Position Summary

Reporting to the Chief Operating Officer, the Facilities Manager will manage all facilities related issues for over 40 locations, including one headquarters office, two satellite offices, and retail establishments in six states. The Facilities Manager will (re)negotiate all leases, manage repair and maintenance needs at all locations, and oversee construction and renovation projects to support expansion and to ensure that all retail locations meet the standards of a Verizon Wireless Premium Retailer.

Key Deliverables

1. Within the first two weeks, meet with all key stakeholders (Retail, Marketing, IT, etc.) to:
 - a. Learn about the organization; and
 - b. Understand their facilities management needs.
2. Within the first three weeks, complete a ride along with the District Manager and visit local retail locations to complete a visual inspection of each retail location. Within 90 days, visit all facilities.

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3. Lease Management
 - a. Within 30 days, compile information regarding the existing 40+ leases into a manageable database, using Excel or a project management tool.
 - i. Create a tickler system to renegotiate leases before the expiration date.
 - ii. Evaluate the terms and conditions of all existing leases to create a standardized template that can be used on future leases.
 - b. On an ongoing basis, renegotiate leases to ensure favorable terms, conditions, and pricing for the Company.
4. Facilities Management
 - a. Within 60 days, create a process for managing maintenance and repairs in each location.
 - i. Evaluate the use of the Company's Call Center dispatch to create a facilities/maintenance ticket system so that all repairs and maintenance are tracked, coordinated, and resolved in a timely manner.
 - ii. Determine the most cost effective ways of resolving facilities issues, whether by use of internal staff, mall facilities staff, or external contractors ("handyman network").
 1. Develop relationships with mall facilities staff and other external resources as needed.
 2. Partner with Human Resources and retail management to identify potential internal resources.
 - b. Create and manage a budget for all repairs and maintenance.
 - i. Within 60 days, assume coordination of outside janitorial services.
 - ii. Negotiate pricing and manage contracts with all contractors and outside resources.
5. Within 120 days, be viewed as the subject matter expert on all facilities and construction management issues.
6. Construction Management
 - a. Beginning in 2012, manage all remodeling and construction projects for the Company nationwide.
 - i. Develop an understanding of what is needed on construction and remodeling projects in order to assume the management of all future projects.
 - ii. Using a project management tool, track milestones and key deliverables to stay on time and on budget.
7. Beginning in 2012, partner with the Vice President of Retail Sales and outside real estate brokers to identify new retail locations and negotiate leases to support expansion.



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Preferred Attributes

The ideal candidate must have a demonstrated track record of facilities and construction management in a retail store setting with multiple site locations across the United States. The Facilities Manager must be an organized project manager with the ability to schedule, budget, track, and coordinate resources to execute multiple tenant improvement and construction projects on time and on budget. The ideal candidate must be able to analyze internal processes and recommend and implement new processes and procedures to improve operations in this dynamic and growing organization.

Key attributes include:

- Integrity – is honest and ethical dealing with people both inside and outside of the organization.
- Critical Thinking – uses logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to problems.
- Initiative and Results Orientation – is self guided and acts with little to no supervision to take on responsibilities and challenges and get things done.
- Manages Up – uses good judgment and maturity to know where, when, why, and how to engage the COO.
- Collaborative – engages and enlists the support of internal and external stakeholders with diplomacy and collaboration.
- Detail Oriented – is careful about details and thorough in completing tasks.
- Negotiation Skills – ability to bring together others to tactfully reconcile differences; negotiate leases to secure the best outcome for the Company.
- Flexibility – open to change and variety in the workplace.
- Sense of Humor – willing to laugh and be at ease.

Key experiences include:

- Strategic planning, lease administration, and the coordination of people and resources to manage repair, maintenance, and construction issues in a retail setting. Retail design techniques and knowledge of store layouts to support the showing, promoting, and selling of products is important, if not imperative.

Travel

This position is based in Los Angeles, California, and requires the ability to travel as required.

Compensation

Celluphone offers a competitive compensation and benefits plan.

Unfortunately, relocation assistance for this position is not available. Only local candidates will be seriously considered.

For immediate and confidential consideration please contact:
email: christine@leadershiphabitude.com ***phone:*** 714-403-1513