

Job Description

Operations Director – Shopping Centers

DIVISION:

DATE: January, 2001

DEPARTMENT:

STATUS: Exempt

PAYGRADE:

WORKING RELATIONSHIPS

The Operations Director is employed by and will directly report to the Total Facility Support Provider (TFSP). However due to the nature of the contractual relationship between Simon Property Group (SPG) and the TFSP, it is necessary that the Operations Director seek approval from the Mall Manager on all operational issues and activities. Daily interaction as well as a very high degree of communication and cooperation between the Operations Director and the Mall Manager is of vital importance to ensure efficient day to day property operations and to maximize TFS ancillary sales.

Reports to: (To be completed by respective employer)

Subordinate Staff: (To be completed by respective employer)

Internal Contacts: (Name of TFSP) Corporate Staff and Departments; Local, Regional, and Divisional Mall Management staff; Simon Property Group; Facility Operations Project Managers and Directors, Tenant Coordinator, Property Leasing Representative, Area Specialty Leasing Representative, Simon Business Network (SBN) representatives, Construction and Development personnel.

External Contacts:

POSITION OVERVIEW

As the on-site Total Facilities representative of (Name of TFSP), the Operations Director's primary accountability consists of managing the daily operations of the center in accordance with the standards as specified in the Maintenance Agreement which outlines the partnership between (Name of TFSP) and Simon Property Group (SPG). The main functions of the Operations Director is to identify and interpret operational objectives and strategies, as well as to translate these into various maintenance programs in accordance with established policies and procedures while maintaining compliance with the annual operating budget.

Operational objectives are formulated based on continual review and identification of center operating needs, following customer directives, and as dictated by the annual operating budget. Once approved, primary responsibility for accomplishing these operational objectives is the incumbents.

The Operations Director is also responsible for establishing and maintaining an ancillary sales program by offering janitorial, maintenance, construction and other needed services to customers beyond the TFS/SPG relationship. The ultimate objective of these ancillary sales is to make (Name of TFSP) the primary choice service provider for Simon and each of the tenants within the mall while at the same time providing an additional revenue stream to both (Name of TFSP) and Simon.

SPECIFIC ACCOUNTABILITIES

1. Directs and coordinates activities of the various operations departments in order to maintain the operational appearance of the interior and exterior of the shopping center in accordance to the Maintenance Agreement, supervisor directives, and annual operating budget.
 - Supervises subordinates in all operational aspects of the mall including grounds, structures, systems and equipment including electrical, HVAC and other mechanical systems, interior and exterior landscaping, capital expenditure projects, promotional events, RDP, and the monitoring of tenants to insure that they are adhering to center operational guidelines.
 - Assists subordinates in developing, implementing and reviewing results of maintenance programs.
 - Inspects property on a daily basis and notifies responsible parties the deficiencies or items requiring attention. In addition, prepares the Operational Review Checklist on a monthly basis in accordance with Simon Policy and Procedure.
 - Assures the maintenance and record keeping of operational equipment according to recommended preventative maintenance schedules, including that owned by SPG.
 - Identifies opportunities for greater efficiency and productivity; researches and implements alternative actions as appropriate.
 - Cooperates with city, state, and federal agencies to assure that all applicable codes and regulations are adhered to on the premises.
 - Ensures that corrective action is taken as necessary upon the advise of insurance carriers, inspectors, or (Name of TFSP) management to improve the safety features and programs of the center with the ultimate objective of reducing liability exposure.
 - Ensures that administrative reports, paperwork, and requests are completed and submitted in a timely and accurate manner.

1. Staffs, directs, and develops personnel to ensure that center operations activities are carried out efficiently and effectively.
 - Interviews and selects subordinate employees, and counsels or disciplines subordinate employees based upon budget guidelines and their respective company policies and procedures.
 - Organizes and directs the efforts of subordinates through the assignment of work, mutual goal-setting/action planning, and ongoing review and feedback.
 - Appraises subordinates performance through documentation of achievement or non-achievement of established objectives or performance criteria; meets with subordinates to discuss desired results in key areas and to assess the degree to which the results have been achieved.
 - Oversees personnel administration according to (TFSP) company policies for all employees reporting to subordinates.
 - Implements a safety program in accordance with their respective company policy to educate employees on proper use of equipment, chemicals, and supplies with the ultimate goal of reducing liability and worker injury.

1. Responsible for the implementation, development, administration, and profitability of an ancillary sales program according to the objectives and guidelines established by (TFSP).
 - Actively promote and sell to tenants and outside business entities the services available to be purchased from (TFSP).
 - Develop a preferred vendor's list including (TFSP) as a preferred vendor for those areas that (TFSP) can perform tasks at that location.

- Develop relationships with subcontractors and vendor's to gain economies of scale in pricing to obtain additional margin on work that (TFSP) performs.
 - Implement and manage income and expense tracking tools that allow all income and expenses to be readily audited and verified.
 - Bid various types of sales activities including janitorial, maintenance and landscaping and store build-outs to increase the profitability and income stream of (TFSP).
 - Submit all billing information to designated corporate offices in a timely manner upon job completion.
1. Participates in center planning activities to facilitate the accurate and timely communication of information and record keeping as required, and to enforce company policies and procedures; monitors and controls operating expenses.
 - Assists in the development of the center's Operating and Business Plan, Annual Operating Budget, and recommends operational plans of action to accomplish objectives.
 - Prepares detailed Annual Operating Budget and recommends capital expenditures, all of which are subject to Simon approval.
 - Communicates, implements, administers and enforces Company and Customer policy and procedures.
 - Oversees inventory control and ordering so that supplies are in supply when needed in accordance to budget guidelines.
 - Ensures that mall budgeted and ancillary expenditures are charged against appropriate accounts as originally budgeted or against the proper jobs.
 - Reviews and submits various administrative reports relating to inspections, payroll, reconciliation, crosswalk, accounts payable and purchasing according to each companies policies.
 1. Contribute to the establishment and maintenance of positive relationships with tenants, shopping center customers, community civic and governing officials, vendors, and customers; including those within the Simon Property Group's internal and contracted personnel.
 2. At properties where applicable, the incumbent is responsible for adhering to the terms of the Maintenance Agreement between Enron Energy Services Operations, Inc., and (TFSP), including the performance of certain maintenance services and replacement coordination services with respect to Energy Assets in the Contract Facilities covered by the agreement.
 - Furnish all expertise, personnel, supervision, labor, supplies, materials, tools, and equipment to perform the routine, periodic, scheduled, and preventative maintenance services. This includes repairs and oversight of other contractors performing major repairs or replacements and such other services as are necessary to cause the Energy Assets to be operated and maintained efficiently.
 - Services shall be performed diligently, timely and routinely in a workmanlike manner as to minimize the possibility of any annoyance, interference, or disruption to the occupants and invitees of Simon or EESO at the contract facility.

ENVIRONMENT AND PROBLEM SOLVING

The incumbent has contact with management personnel from both (TFSP) and Simon Property Group to review operations and provide directions on corporate objectives. The Operations Director is also in contact and works very closely with local management staff, tenants, the shopping public, local governing agencies and local contractors and various vendors. It is imperative that the Operations Director maintains a very high degree of interaction and communication with the SPG Mall Manager.

The Operations Director is also responsible for supporting the growth of ancillary sales both within and outside of the premises they operate from.

The Operations Director is provided managerial direction and operates within functional policy to meet specific objectives. Work results are reviewed and routine project status updates are required. The Operations Director must define problems and determine solutions from among various alternatives. They are to also be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the services provided by (TFSP).

With the approval of the Operations Director's senior management personnel, it is very likely that the incumbent will be asked to perform Manager-On-Duty (MOD) functions during a rotating schedule of weekends and holiday periods. Those duties will include the responsibility of acting as the owner's representative on-site and or on-call.

PRIMARY CHALLENGES – REQUIRED SKILLS/ABILITIES/APTITUDES

The Operations Director must have a variety of skills and must be able to apply those skills to effectively evaluate problems, determine possible solutions and coordinate response action.

- The ability to select and motivate personnel; plans and controls the work, and delegate authority and responsibility in the various areas of responsibility at the same time. Included in this is the ability to select the best qualified personnel at prevailing pay rates, improving productivity so as to contain labor expenses within the established budget and maintaining morale to limit turnover through continual challenges which must be overcome.
- The incumbent should have a basic understanding of the operation of all mall equipment and machinery but is not required to have the skill or ability of an operator.
- The incumbent may work long hours and remain “on-call” 24 hours per day, year round, occasionally working against tight deadlines. They may be required to climb, stoop, or bend in the performance of inspections and may be exposed to severe weather conditions during emergencies.
- This position is primarily a facility management function requiring a high degree of human relation and interaction skills and the ability to coordinate several dissimilar, but related functions toward a common objective.
- The incumbent should possess highly developed written and verbal communication skills as well as working knowledge of Microsoft Word, Excel, Access, and email.
- It is important that incumbent be familiar with and possesses a basic knowledge of maintenance, landscaping, construction, and business administrative methods and techniques. Such knowledge and ability would normally be obtained through the acquisition of a high school diploma and 3 to 5 years of building maintenance, construction, or management experience with at least one year of personnel supervision.
- In addition, incumbent must be able to maintain and determine the profitability of their ancillary sales jobs.
- The initiative to meet deadlines placed upon them by the customer as well as company representatives through the completion of required operational and administrative tasks.

Contact Information:

Smiddlebrook@varsitycontractors.com or fax resumes to: (623)772-8027