

## About Jones Lang LaSalle

Jones Lang LaSalle (NYSE:JLL) is a financial and professional services firm specializing in real estate. The firm offers integrated services delivered by expert teams worldwide to clients seeking increased value by owning, occupying or investing in real estate. With 2008 global revenue of \$2.7 billion, Jones Lang LaSalle serves clients in 60 countries from 750 locations worldwide, including 180 corporate offices. The firm is an industry leader in property and corporate facility management services, with a portfolio of approximately 1.3 billion square feet worldwide. LaSalle Investment Management, the company's investment management business, is one of the world's largest and most diverse in real estate with more than \$46 billion of assets under management. For further information, please visit our Web site, [www.joneslanglasalle.com](http://www.joneslanglasalle.com).

We are currently seeking a **Soft Services Manager** for our client's Thousand Oaks facility.

### **SOFT SERVICES MANAGER - Thousand Oaks, CA**

#### **Responsibilities:**

- Supervise and direct the operations and performance of vendors
- Perform and/or direct the performance of all facility departmental service requests, insuring that work performed in all spaces are accomplished efficiently with a minimum amount of disruption
- Manage third-party contractors/vendors engaged in operating and maintaining the property engaged in some or all of the following service deliveries; Food Service, Janitorial, Mail Service, Landscaping, Internal Events and Meetings, Conference, Planning, Reprographics, Other soft services as assigned by the client
- Read and fully understand the requirements set for in the Master Services Agreement and applicable performance measurements
- Meet or Exceed Site KPIs; Monitor SLAs monthly to identify potential off track areas and plan corrective actions accordingly
- Provide quality analysis of customer feedback on an ongoing basis
- Develop effective response plans and implement per the plan
- Manage by Walking Around (MBWA)
- Proactively communicate issues to your Site FM, client contacts, and end users as appropriate to demonstrate operational awareness
- Support the implementation of the EHS management system by the following: (1) develop vendors management program that incorporates EHS; and (2) ensure that subcontractors submit the necessary data to compile EHS related KPI's (monthly submit total worked hours and OSHA recordable accidents) as required by the customer
- Demonstrate strong collaboration and teamwork with account wide soft service managers and your site team; proactively share and reapply all learnings, successes and best practices within your COE
- Demonstrate strong collaboration with your site vendors
- Identify and develop a deep expertise in one area of Work Place Services
- Complete variance reporting and reforecast to meet the monthly reporting calendar dates
- Review current operating programs and budgets to assure the maximizing of efficiencies
- Continuously identify areas where economy and cost savings can be achieved
- Monitor purchase orders to ensure sufficient funds are available to process payments to service partners and vendors

## Requirements:

- Background in managing food or hospitality services
- Strong knowledge of building systems and some knowledge of mechanical and electrical systems
- Excellent customer and managerial skills
- Ability to multi-task and effectively organize responsibilities to achieve portfolio goals and objectives
- Excellent verbal and written communication skills
- Computer proficiency

**Start a lasting career with Jones Lang LaSalle today!** We offer a competitive salary and benefits package. To be considered, please visit our Web site at [www.us.am.joneslanglasalle.com/UnitedStates/EN-US/Pages/Careers.aspx](http://www.us.am.joneslanglasalle.com/UnitedStates/EN-US/Pages/Careers.aspx) to apply online. **All resumes MUST BE submitted via our web site. Please reference Job: 10630.**

**Jones Lang LaSalle is an Equal Opportunity Employer**