IRM-MGM JOB DESCRIPTION

ລາຍລະອຽດຕຳແໜ່ງວຽກ/Position Details:	
ຊື່ ແລະ ນາມສະກຸນ/Name & Surname: ຕຳແໜ່ງ/Position Title: ສະຖານທີ່ເຮັດວຽກ/Working Location: ລະດັບຕຳແໜ່ງ/Job Level: ປະເພດສັນຍາ/Contract Type:	**To be assigned (TBA)** Assistant Manager of Facilities Operation **KOKKOK MEGA PATUXAY,** Vientiane, Lao PDR L7 Fixed contract
ລາຍລະອຽດພະແນກ/Department Details:	
ບໍລິສັດ/Company/BU: ພະແນກ/Department: ຕຳແໜ່ງຫົວໜ້າສາຍງານ/Position of Line Manager: ຊື່ຫົວໜ້າສາຍງານ/Name of Line Manager:	Intervia Real Estate Management Sole Co., Ltd Mega Facilities Management (MFM) Manager of Facilities Operation **Mr. VIENGSONE SITHIPHONE**

1.ຈຸດປະສົງໜ້າວຽກ/Job Purpose:

The Assistant Manager of Facilities Operation supports the Manager of Facilities Operation in coordinating, monitoring, and improving daily facilities operations at KOKKOK MEGA PATUXAY to ensure efficient, safe, reliable, cost-effective, and high-quality facility services.

The position serves as the frontline operational coordinator for facilities service lines, outsourced service providers, Customer service requests, daily reporting data, KPI follow-up, and purchasing support, as delegated by the Manager.

The Assistant Manager also supports the General Manager and the Head of Mega Facilities Management with operational information, records, and follow-up of approved action plans.
In the absence of the Manager of Facilities Operation (leave, business travel, or other approved absence),

the Assistant Manager shall act as Acting Manager for day-to-day operational coordination within delegated authority; approvals beyond that authority remain with the General Manager / Head of Mega Facilities Management.

2. ໜ້າວຽກຫຼັກ/Key responsibilities:

2.1 Daily Facilities Operations Coordination

- Coordinate daily operations of facilities service lines (Maintenance, Emergency Operation, Cleaning, and others) to ensure uninterrupted building services.
- Conduct daily operational rounds and shift handovers; monitor the condition and functionality of facilities, equipment, and infrastructure.
- Follow up work orders, preventive maintenance schedules, repairs, and corrective actions until closed.
- Report operational issues, root causes, and recurring problems to the Manager with recommended actions.
- Coordinate with Engineering, SHEQ, Security, Housekeeping, Parking, and other departments.

- Support operational readiness during special events, peak periods, and emergencies.
- Ensure team compliance with company policies, SOPs, and safety standards.

2.2 Reporting & Data Management

- Collect daily operational data from service lines and prepare the Facilities Daily Report draft for the Manager's review.
- Provide data and inputs for monthly, quarterly, and annual performance reports.
- Update dashboards, trackers, and reporting templates; keep supporting records accurate and complete.
- Track action items, pending issues, and management decisions and report status to the Manager.

2.3 Service KPIs & Quality Inspection

- Conduct routine service quality inspections and record findings with evidence.
- Collect and verify KPI and SLA data from service lines and contractors.
- Highlight performance gaps to the Manager and follow up improvement actions.

2.4 Customers Service Requests Coordination

- Receive, track, and coordinate Customer service requests and complaints; ensure timely response and closure.
- Coordinate Customer fit-out activities, facility access, and service interruptions; communicate planned maintenance and disruptions.
- Maintain Customer service logs and escalate critical issues to the Manager.

2.5 Outsourcing Company & Contractor Monitoring

- Monitor daily contractor attendance, manpower deployment, work quality, and safety compliance against contracts and SLAs.
- Inspect and verify work completion; collect completion documents for payment processing.
- Maintain contractor performance records and report issues to the Manager.

2.6 Purchasing & Budget Support

- Prepare purchase requests and collect specifications and quotations; coordinate with GPD purchasing.
- Track delivery of purchased items and services; flag urgent requirements.
- Provide expense and budget-versus-actual data to support cost control.

2.7 Assistant to the Manager & Acting Manager

- Support the Manager in departmental operations and execute tasks delegated by the Manager.
- Follow up action items from the GM, MGM, and HQ; prepare meeting materials and summaries.
- Act as Acting Manager in the Manager's absence for daily coordination, Customer and contractor follow-up, and incident response within delegated authority.
- Escalate matters beyond delegated authority to the GM; receive a handover briefing before the absence and submit a summary of actions and pending items upon return.

2.8 AOB

- Any other tasks as assigned by line supervisor, General Manager, Head of Mega Facilities Management, Director, President and/or Chairman.

ລະດັບການສຶກສາ ແລະ ຄວາມຕ້ອງການປະສົບການ/Qualification and experiences requirements:

3. Qualifications & Requirements

- Bachelor's degree in Facilities Management, Engineering, Business Administration, Operations Management, or a related field.
- Professional certification in facilities or building operations is an advantage.
- Minimum 3–5 years of experience in facilities management, property management, or building operations.
- At least 1–2 years in a supervisory or team-leader position.
- Experience in shopping malls, mixed-use developments, or large commercial properties is an advantage.

- Knowledge of building services, maintenance management, contractor monitoring, and tenant/customer service.

4. Skills & Competencies

- Operational coordination & multitasking
- Follow-up discipline and ability to deliver on delegated tasks
- Public service mindset and visitor-focused attitude
- Strong sense of responsibility and attention to detail
- Ability to work under pressure and respond quickly to on-site issues
- Teamwork and stakeholder coordination
- Proficiency in MS Office, Canva, ERP or property management systems is a plus
- Well-known of AI functions
- Technical Skills: English skill and able to work with foreigners.

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Signed by Line Supervisor/Head of Dept.