

ALTER EGO S.A., member of Allianz European Reliance Single Member Insurance S.A. and one of the most prominent IFM (Integrated Facility Management Services) companies, is seeking to hire:

### **FACILITY SERVICES ACCOUNT MANAGER**

A FACILITY SERVICES ACCOUNT MANAGER supervises all building-related services (cleaning, gardening, pest control, security, waste management etc). He/she is responsible for the clients' day-to-day FM operation ensuring that the project can smoothly proceed. Moreover, he/she undertakes a variety of operation tasks such as contract management, negotiations, reporting, monitoring/inspection of clients' premises etc.

The candidate will directly refer to Operation Manager.

#### **Main Responsibilities:**

- ✓ Excellent FM contract management and field operations management
- ✓ Service multiple clients concurrently, often meeting deadlines.
- ✓ Addressing, coordinating, designing multiple services (eg cleaning, security, pest control, garden maintenance, waste management, etc.)
- ✓ Everyday presence on clients' premises
- ✓ Process work orders within our Field Management System and follow requests from the beginning to completion.
- ✓ Team management (cleaners, contractors etc.) and leadership to meet multiple needs.
- ✓ Supervision and management of subcontractors
- ✓ Timely and effective solution to everyday issues and corrective actions
- ✓ Quality monitoring (including project supervision)
- ✓ Health and Safety monitoring
- ✓ Monitoring the projects' budget
- ✓ Operate as a main point of contact for work requests and customer service support
- ✓ Support initiatives to grow business with existing clients.
- ✓ Participation on the blue-collar recruitment process of his/her projects.

#### **Qualifications:**

- ✓ Up to 4 years of working experience within a similar operational position
- ✓ University degree in business or another relevant field, good to have
- ✓ Excellent written and verbal communication skills both in Greek and English
- ✓ Flexibility, negotiating - organizational skills and managing priorities
- ✓ Ability to manage projects and work in a demanding environment
- ✓ Ability to cooperate with third parties
- ✓ Ability to instantly recognize and solve problems
- ✓ Holder of a driving license, with the possibility of traveling within Greece
- ✓ Stress Tolerance, dealing calmly and effectively with high stress situations.

#### **Our company offers:**

- ✓ Attractive remuneration package
- ✓ Private group insurance
- ✓ Continuous training
- ✓ Opportunities for career development in a friendly, modern, and organized professional environment.

All applications will be treated with strict confidentiality.

Send resumes to [career@alter-ego.gr](mailto:career@alter-ego.gr) with the code FM\_Account Manager\_24