

J.CREW

Title: **Manager, Facilities**

Overview: Manage day to day operations of the Facilities Department. The Facilities Department receives and processes all repairs and maintenance requests from all of the J.Crew Group stores.

Responsibilities

Management of Team (Facilities Coordinators):

- Develop Facilities team including goal setting, touch bases, performance reviews and hiring.
- Ensure repair and maintenance requests are being handled according to expectations and with necessary urgency.
- Supervise Facilities staff ensuring optimization of resources, vendors, and budgets in relation to grouping work, proposals and invoices within staff's approval limits.

Repairs and Maintenance:

- Maintain quality of service level to stores including ensuring all work orders are completed in a timely manner and the work being done by vendors is up to J.Crew standards.
- Oversee all proposals and invoices that fall within designated approval limit.
- If the scope and cost warrant it, travel to the location to oversee the work being done by the service contractor.
- Management of repair rollouts and minor store renovations.
- Contractor management including rate negotiations, Certificates of Insurance, proper work order updates and invoice loading.
- Contact with landlords and other mall departments.
- Responsible for property loss insurance claims related to stores.
- Schedule and track department walk throughs of area stores.

Metrics:

- Prepare weekly invoice report for Accounts Payable and monthly accrual report for Finance.
 - Prepare monthly/quarterly/yearly Repairs and Maintenance budgets for all locations and manage budget throughout the year.
 - Communicate progress of repairs by region to retail and corporate management on a regular basis by issuing monthly progress updates.
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Qualifications

- Great customer service attitude and attention to detail.
- Excellent leadership ability, team building skills, organization skills, and follow up.
- 5+ Years of experience in maintenance or construction, preferably in the retail industry.
- Ability to delegate responsibilities and multi-task/shift gears quickly under pressure.
- Strong verbal and written communication skills.
- Good understanding of MEP building systems

- Proficiency with Microsoft Excel, Word and Outlook (Calendar).
- Working knowledge of Service Channel is a plus.
- Must be able to travel on occasion.

Interested applicants should email their resume and salary requirements to Nicole.Hopkins@Jcrew.com

We are committed to affirmatively providing equal opportunity to all associates and qualified applicants without regard to race, color, ancestry, national origin, religion, sex, marital status, age, sexual orientation, gender identity or expression, legally protected physical or mental disability or any other basis protected under applicable law.