

Regional Facilities Coordinator - South West-00XSH-

Description

- POSITION LOCATED IN DENVER, CO
- Responsible to provide executive project support to the Regional Facilities Manager and by extension the region both stores & vendors.
- Responsible for providing exceptional customer service to all business partners through detailed problem diagnosis and resolution.
- Responsible for thoroughly diagnosing complex problems and projects, communicating with appropriate parties and driving issues to resolution and completion.
- Responsible for analyzing data and recommending solutions, procedures and process improvements to exceed customer service standards and department goals.
- Responsible for daily departmental goal setting, task prioritization, crisis management and resource planning to exceed customer service standards.
- Responsible for analyzing data and recommending solutions, procedures and process improvements to meet or exceed customer service standards and department goals at the store level on a daily basis.
- Responsible for developing & implementing cost saving initiatives through store education, vendor education and bundling of services where possible.
- Responsible for creating Preventative Maintenance schedules on a store-by-store basis that will bring in line demand spend to industry standard ratios.
- Customer Service / Communication
- Demonstrates a sincere and focused attitude of supporting both our customers and employee's with appropriate professionalism and confidentiality.
- Supports our stores and field leadership by effectively handling all project-focused communications and scheduling activities for the Regional Facilities Services Manager.
- Responsible for the execution and establishment of store specific projects against schedule, budget and scope.
- Demonstrates ability to instantly establish strong rapport with Business and vendor partners, genuinely conveying a sense of urgency and concern for the problem and the financial impact on the business.
- Responsible for developing and executing action plans to respond to emergency situations.
- Coordinates services at the store level and corporate level.
- Performs quality control to Gap Inc. Standards.
- Identify potential vendors and benchmark with other retailers in the region.
- Responsible for tracking costs and preparing weekly reports for review by the Regional Manager.
- Reviews monthly / quarterly asset evaluation & PM / Demand reports with each vendor.
- Verifies that store asset data is accurate & up to date.
- Responsible for following up with store personnel, vendors & business partners to ensure problem is resolved in a calm, complete and timely manner.
- Resolves scheduling issues between stores and vendors.
- Responsible for the successful planning, allocation, management & productivity of LMTs.

- Responsible for independently developing & implementing process improvements & educations materials to maximize efficiencies and improve customer service.
- Handle store complaints and follows up with technician & manager to resolve.
- Participate at all Head of store meetings.
- Proactively communicates critical issues to Regional Manager and Business Partners including Risk Management, Loss Prevention and Environmental Compliance.
- Escalates critical issues appropriately.
- Adhere to Gap Inc. and Facility Services standards and processes.
- Decision Making/Problem Solving
- Responsible for initial problem/project diagnosis and developing resolution with the most appropriate partner based on severity and complexity.
- Responsible for ensuring vendors are given the appropriate authorization to perform work in accordance with department policies and procedures

Qualifications

- Exceptional interpersonal and communication skills.
- Ability to act methodically, quickly and professionally in high stress situations.
- Customer Service Oriented.
- Manage field personnel.
- Thinks logically, methodically & intuitively.
- Results oriented.
- Effective negotiator.
- Innovative problem solving skills.
- College degree or equivalent.
- 3 - 5 years Service industry experience (retail preferred) or
- 3 - 5 years Facilities contracting / construction knowledge.
- Ability to travel 25% +, as needed.
- Familiar with Microsoft Office applications and database concepts.

Apply Link:

<https://gapinc.taleo.net/careersection/2/jobdetail.ftl?lang=en&job=00XSH>