

Requisition Number 17-0198
Post Date 5/23/2017
Title Associate Manager, Operations
City Oakbrook
State IL

Job Description

GGP has an immediate need for an Associate Operations Manager at **Oakbrook Center** in **Oakbrook, IL**.

GGP has been in the shopping center business for more than 50 years blending innovation, tradition and reputation to create some of the country's top shopping centers. As employees we are collaborative, creative, self-starters who aim to positively impact the shopping experience for our customer every day. A career with GGP is your chance to embark on a rewarding journey into the retail real estate industry!

Position Summary:

Assists the (Senior) Operations Manager in managing the overall operations of the shopping center in accordance with GGP policies and standards to maximize profitability, including the following areas: mechanical systems, construction practices, preventative maintenance and government regulations, cost control, general and preventative property maintenance, construction coordination, public safety, housekeeping and other contracted services, forecasting property expenses, preparing operational reports and assisting with specialty leasing and marketing programs. This position will focus on fine tuning operational methods for the center(s) while improving NOI.

Responsibilities include the following:

- Maintain effective general and preventive maintenance programs, including the implementation and management of the MicroMain system
- Work effectively with the National Operations Director to implement Corporate programs

- Monitor all tenant, landlord construction as well as legal tracking
- Monitor all center-contracted services and vendor supplies- in particular, monitor emergency and "off hours" work (snow removal, flooding, power outages, etc.)
- Obtain bids and prepare work orders
- Participate in GGP's sustainability efforts
- Work with (Senior) Operations Manager to supervise and administer all GGP maintenance employees to insure maximum performance and compliance with all GGP policies and procedures
- Work with (Senior) Operations Manager to identify and resolve Human Capital issues in conjunction with GGP policies and under direction of GM
- Prepare documentation for the expense portion of the quarterly forecast/business plan
- Work with Accounting team to insure timely payment of invoices
- Conduct operational audits with (Senior) Operations Manager and ensure processes are in compliance with corporate policy
- Prepare back-up information for operational reports for regional/corporate managers
- Assist with marketing related events and promotions as needed
- Work effectively with the (Group) Business Development Representative to help implement the specialty leasing program to maximize income
- Help maintain all State and Federal required reports and safety documentation
- Assist with recording asset inventory and property purchases
- Work with (Senior) Operations Manager to implement Risk Management and Emergency Planning procedures
- Maintain building systems and technical systems (i.e., computers and peripherals)

- Work with (Senior) Operations Manager to understand utility rate structures as well as analyze and monitor utility consumption
- Participate in Manager On Duty rotation
- Other duties as required

Requirements

Qualifications include the following:

- Minimum vocational/technical training
- Associate's or Bachelor's degree desired
- 2 years in the property or construction management industry
- 2 years administrative/technical experience and knowledge of property physical systems
- Shopping center industry experience desired
- Understanding of building systems, HVAC, plumbing and electrical systems
- Good analytical skills
- Proven ability to be flexible, prioritize and manage multiple projects, as well as solve problems in a timely manner
- Willingness to learn new skills
- Some knowledge of computer software and peripherals
- 1 year of supervisory experience with 2 or more employees and/or contracted services preferred

GGP is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment regardless of race, color, religion, gender, gender identity or expression, genetic information, marital status, sexual orientation, national origin, disability, age, veteran status, or any other characteristic protected by federal, state, or local law.