

Senior Technical Consultant | Property Management | M/F | LISBON

In Portugal, with offices in Lisbon and Oporto, CBRE is the country's largest commercial real estate services company, now employing over 130 employees and offering a full range of property services including property sales and acquisitions, leasing and management, investment, corporate services, debt advisory, project management, consultancy, valuations and research. Please visit our website at www.cbre.pt

SUMMARY OF POSITION

CBRE Portugal is looking for a Senior Technical Consultant that will support the Technical Manager in the management of the Non-Retail real-estate portfolio under CBRE management in Portugal. The Non-Retail portfolio is distributed between Office and Industrial & Logistics class type buildings.

The role is based in the CBRE Lisbon office and may involve traveling throughout Portugal.

Reporting to the Technical Manager, the candidate will be responsible for the daily Operations (hard and soft facilities) of the Non-Retail portfolio, coordinating a team of Technical Consultants and providing support to the Property Managers, regarding not only all regular services, but also incident management. The preparation and implementation of the investment plans of each asset will also be a part of the scope of responsibilities.

In this role, it is expected the candidate to coordinate and perform procurement processes, hire and manage third-party services related with Facilities Management, such as Maintenance, Human Security, Electronic Security, Cleaning, Gardening and Landscaping, Pest Control, etc.

It is expected to perform tender processes for regular services, but also for occasional services, such as construction works, upgrades or repairs of the technical infrastructures, managing the entire process, from tender to works monitoring, reception and guarantees supervision.

The candidate will also have to perform, follow and report internal and external technical inspections of the assigned portfolio, ensuring that the assets meet with all regulations and legal requirements.

Close monitoring and management of Utilities, such as Energy and Water will also be part of the set of roles for this position.

DUTIES AND RESPONSIBILITIES

Technical Role

- Ensure asset's systems & equipment availability and operation in optimum and efficient conditions, including mechanical and electrical equipment;
- Participate in the definition of the preventive maintenance plan ensuring its suitability for every type of asset and its systems and equipment, to achieve the best outcomes at the most cost-effective solutions.
- Evaluate all proposed corrective works in the facilities concerning its suitability, technical approach, tenant's operations impact and costs.
- Participate in the definition and monitoring of the SLA's and the KPI's that will be agreed with the service providers in order to ensure the service is properly served.
- Preparation of general and technical requirements (technical specifications documents) for tender processes.
- Undertake property inspections to ensure internal, client and building compliance.

Management Role

- Coordination of the Technical Consultants team;
- Preparation, control and execution of the service charges budgets and investment plans.
- Ensure that all contract Service Level Agreements are complied with what was agreed with the providers.
- Participate in the internal service providers' evaluation programme.
- Tender, analyse, award, coordinate and monitor operations, repairs and construction works
- Prepare reports for property owners presenting the performance of the service providers and of the assets themselves, using a benchmark approach.

Other Duties and Responsibilities

- Participation in certification processes related with sustainability, energy, health and safety or environmental standards (ex: LEED/BREEAM, ISO 50001, ISO18001, ISO 1400, etc.).
- Deal with Clients queries and claims.
- Ensure legal compliance of the assets regarding all technical, environmental and health and safety requirements.
- Participate in the definition of improving strategies for systems & equipment operation, regarding economical, energy and environmental aspects.
- Develop and solidify existing relationships with clients ensuring high satisfaction levels.
- Identify opportunities for innovation, service development and cross-selling services.
- Attendance as required at periodic client meetings.

PROFILE

Engineering background with at least 8 years of experience in property, maintenance or facilities management. Knowledge and experience in Health and Safety at work procedures will be considered a plus.

It is anticipated that the successful appointee will have sufficient experience to contribute to the property management team. The candidate should have the personal qualities to demonstrate potential for further advancement, including drive, commitment, self-initiation of activity, client service perspective and lateral thinking. The ability to work as part of a team is essential.

Must have excellent written, verbal and presentation skills. Other requirements include strong IT skills (CAD, MS Word, MS Excel & MS PowerPoint) and self-supporting for document production.

Candidate must be fluent in Portuguese and English.

Please send your CV and presentation letter in English to Jrhs@cbre.com including in the following subject: **Senior Technical Consultant / Property Management**