



Facility manager (ファシリティマネジメント、CRE、総務業務経験者歓迎)

#### Job Information

**Hiring Company**

[ISS Japan Co. Ltd.](#)

**Subsidiary**

日本アイ・エス・エス株式会社 ISS Japan Co., Ltd

**Job ID**

1451117

**Industry**

Other (Real Estate, Construction)

**Company Type**

Small/Medium Company (300 employees or less) - International Company

**Non-Japanese Ratio**

Majority Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Chiyoda-ku

**Train Description**

Chiyoda Line, Kasumigaseki Station

**Salary**

Negotiable, based on experience ~ 9 million yen

**Salary Bonuses**

Bonuses paid on top of indicated salary.

**Work Hours**

9:00 - 18:00

**Holidays**

土日祝日

**Refreshed**

July 10th, 2024 09:00

#### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level (Amount Used: English usage about 50%)

**Minimum Japanese Level**

Native

**Minimum Education Level**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

## Job Description

- Support on commercial activities such as corresponding to global RFP, pricing request to local vendors, etc
- Support on transition to launch new FM site
- General office service support within HQ
- Ad-hoc support provided to client site facility team per request

### **Main Purpose: To take the lead for the delivery of Integrated Facilities Services in Japan**

#### **Business Management**

- Responsible for the delivery of Facility Management Services to the Client's representatives for the Japan business
- To manage the onsite team at the client operations, as the most senior person onsite for the Japan operations.
- To communicate a vision for the strategic development of the Japan and wider regional account.
- Maintain an Account Development Plan in conjunction with local and central operations for all services areas.
- Evaluate proposed and required changes to services identifying financial, personnel and operational performance implications prior to confirmation and implementation of service changes and manage change process as appropriate.
- Ensure that the IFS team successfully completes scheduled activities and provide prompt and robust response to no planned activities inline with agreed Statement of Work.
- Manage ongoing innovations for improved productivity
- Ensure the required work, standards and financial targets are achieved in all service.
- Locally lead any ISO Quality Management System activities, ensuring Service Excellence is maintained
- Support continuous development of maintenance strategy in line with, "Business Focused Maintenance" techniques (where such techniques are able to be employed).

#### **Client Relationship**

- Maintain the relationship framework for the account to ensure working relationships at all levels of the business are in place and effective
- Promote quality client communications
- Provide proactive feedback to client in areas of cost control, work scope, innovative improvements and additional services
- Ensure client issues are dealt with effectively at the appropriate level
- Check that all quality matters are being treated in a timely and professional manner as required
- Attend client meetings, have good knowledge of site operations, encourage active improvements & provide feedback to clients

#### **Employee Engagement**

- Implement performance management systems and conduct regular appraisals and reviews with managers and supervisors
- In conjunction with the ISS Japan country management lead all of the team performance development matters, including disciplinary actions, if required.
- Team building by active participation and encouragement of staff input
- Ensure appropriate procedures are in place for the recruitment and selection of staff taking active part in the recruitment of key staff
- Identify and monitor training requirements of supervisors, staff and suppliers
- Ensure appropriate procedures are in place to identify the development needs of team through observation and appraisal ensuring these are met through appropriate training and development activities
- Develop the senior leadership team for the account ensuring succession plans are in place
- To ensure the ongoing development of all managers, operatives and teams within the business and to establish succession plans for all key positions

#### **Health Safety and Environment**

- The position is responsible for ensuring total adherence to the HSE principles and programs in the Clients operations in Japan
- Maintain a reporting procedure for accidents and near misses
- Maintain a communication network to raise Health & Safety issues
- Ensure, with the leadership team that Risk Assessments for all tasks are implemented and communicated effectively
- Develop a safety culture within the Japan operations and support the wider account to establish a secure and safe environment
- Ensure initiatives and programs are implemented across the region to ensure the nominated energy saving targets are achieved

## Required Skills

### Key Competencies:

- **Results Focus**  
Sets the vision and encourages others to make "Best Practice" contribution
- **Strategy Implementation**  
Takes a lead in creating a strategic vision of major business opportunities
- **Resource Management**  
Turns business opportunity into organizational delivery. Manages business performance to ensure successful outcomes
- **Business Management**  
Takes long-term commercial view. Quantifies the implications of business opportunities

- **Customer Focus**

- Maximizes partnerships to create outstanding service and satisfaction of customer aspirations through superlative delivery

- **Interpersonal Skills**

- Inspires commitment to negotiated undertakings at all levels

---

## Company Description

**ISS**, a leading workplace experience and facility management company, provides placemaking solutions that contribute to better business performance and makes life easier, more productive and enjoyable – delivered to high standards by people who care.

### **CAREER**

A place where people can thrive

A career at ISS is about making a difference. ISS people work at airports, banks, hospitals, and thousands of other places – and affect the lives of millions every day. Our people care about the great places they create, the customers and communities they serve, and the planet they seek to protect, always adding a human touch to everything they do.