



## Facility Assistant Manager

International Company

### 募集職種

#### 採用企業名

IN THE HOOD株式会社

#### 求人ID

1563049

#### 業種

その他（不動産・土木建設）

#### 会社の種類

中小企業（従業員300名以下） - 外資系企業

#### 外国人の割合

外国人 多数

#### 雇用形態

正社員

#### 勤務地

東京都 23区, 港区

#### 給与

300万円～経験考慮の上、応相談

#### ボーナス

固定給+ボーナス

#### 更新日

2025年12月18日 01:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル（英語使用比率: 50%程度）

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

大学卒：学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

#### ABOUT DASH LIVING

Dash Living is Asia Pacific's leading manager & operator of living sector assets in Hong Kong, Singapore, Japan and Australia. In 2025, Dash Living was acquired by Rava Partners, the real estate private equity arm under Hillhouse, further strengthening its growth trajectory and regional expansion plans.

With more than 2,000 rooms currently in our portfolio, Dash creates a global accommodation community through sharing economies, tech, and unique member experiences, empowering living in a connected world. Dash Living manages assets on behalf of renowned real estate investment managers such as BlackRock, Greystar, Schroders, PGIM Real Estate, Hines, and more.

## WHAT YOU'LL DO

The Facility Assistant Manager oversees day-to-day operational functions across multiple properties, ensuring high-quality resident experiences, efficient vendor management, and ongoing property operations. This role leads a team handling cleaning, maintenance, pre-opening setup, vendor coordination, guest support, and administrative tasks, while liaising across internal departments and external partners.

### Key Responsibilities:

#### 1. Team Leadership & Coordination

- Supervise and mentor operational team members across cleaning, maintenance, guest support, and vendor management.
- Assign tasks, monitor performance, and provide guidance to ensure operational standards are met.
- Foster cross-functional collaboration with leasing, finance, and admin teams.

#### 2. Vendor & Maintenance Management

- Act as the primary contact for maintenance and repair needs, liaising with contractors and vendors.
- Negotiate with multiple vendors, obtain quotations, and coordinate repairs with landlord approval.
- Identify and onboard new vendors to ensure scalable and high-quality services.
- Assist with inspections, basic maintenance checks, and emergency repairs.

#### 3. Property Operations & Pre-Opening Support

- Oversee pre-opening activities including procurement, furniture delivery, setup, and checklist completion.
- Monitor utility setup and management (water, electricity, gas, internet) across properties.
- Ensure remote lock systems are configured, monitored, and maintained.
- Support operational setup of OTAs and Google Maps listings.

#### 4. Cleaning & Quality Control

- Oversee daily and mid-stay cleaning schedules, verify cleaning updates, and maintain high cleaning standards.
- Review cleaning invoices, coordinate with finance, and resolve issues or guest complaints.
- Conduct regular room inspections and deep cleaning projects as needed.

#### 5. Guest & Resident Support

- Respond to guest inquiries and after-hours calls; meet guests in-person when necessary.
- Coordinate with the CS team to promptly address building management events or emergencies.

#### 6. Reporting & Compliance

- Submit required operational reports.
- Maintain accurate records for inspections, maintenance, and operational activities.

#### 7. Continuous Improvement

- Identify operational inefficiencies and recommend process improvements.
- Support special projects or cross-department initiatives as required.

---

## スキル・資格

- Minimum 3–5 years in property management, operations, or facilities coordination, preferably in multi-unit residential or serviced apartment settings.
  - Proven experience managing teams and vendors.
  - Strong organizational, problem-solving, and multitasking skills.
  - Business level Japanese and English.
  - Proficiency in Microsoft Office, Google Workspace, and property management systems.
  - Ability to respond quickly to emergencies and operational challenges.
  - Key Competencies: Leadership & Team Development, Vendor Negotiation & Management, Operational Planning & Execution, Quality Control & Compliance, Customer Service Excellence and Analytical & Reporting Skills
- 

## 会社説明