



# Example of Facilities Support Job Description

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Our company is hiring for a facilities support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for facilities support

- Acts as liaison, and coordinates/ tracks work performed by outside contractors (maintenance/repair/cleaning) and ensures vendors are providing quality service/repairs
- Receive, respond and dispatch service requests for store-level repairs & maintenance within established guidelines
- Maintain the service request tracker, update when appropriate, and follow-up on outstanding requests
- Assist Facilities Specialists in managing status of service work orders, obtain approvals from Operations when necessary, and match work orders to vendor invoices
- Receive, verify, code and process vendor/service provider invoices
- Manage and resolve all issues/ correspondence between Accounts Payable (A/P) and vendors
- Generate monthly financial reports, accrual reports, etc
- Create and maintain the business license database, ensure all stores have current business licenses
- Liaise with store operations teams
- Update and distribute seasonal newsletter

## Qualifications for facilities support

- Maintain organized filing systems for reports, work orders, invoices, etc

- Guide and support the Store Facilities Support team, ensuring that they work within established SLAs and NTEs and support SOPs and corporate and divisional policies and procedures
- Support the Manager, National Store Facilities Support with articulating performance objectives and providing individual performance feedback and evaluation on an on-going basis
- Oversee compliance of all service contracts
- Oversee proper execution of repair / replace decision logic which ensures avoidance of over repair and timely asset replacements