



**Position:** Facilities Manager.  
Mandarin Oriental Residences, Fifth Avenue

**Reports To:** Head of Group Residences Operations

**Department:** Mandarin Oriental Residences, Fifth Avenue

**Location:** 685 Fifth Avenue, built in 1926 and located on 54th Street at the center of New York City's premier Fifth Avenue retail shopping corridor. The site is a short walking distance from Central Park and world-famous landmarks such as Rockefeller Center, the Museum of Modern Art and St. Patrick's cathedral. Featuring 69 spacious apartments, residents will enjoy a luxurious way of life with exquisite interiors, a rooftop pool, fitness and wellness centre, and lounge.

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### **THE GROUP**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's most luxurious hotels, resorts and residences. Having grown from its Asian roots into a global brand, the Group now operates 33 hotels and seven residences in 23 countries and territories, with each property reflecting the Group's oriental heritage and unique sense of place. Mandarin Oriental has a strong pipeline of hotels and residences under development and is a member of the Jardine Matheson Group.

### **THE RESIDENCES**

Mandarin Oriental has experienced exponential growth in the development of The Residences at Mandarin Oriental, in combination with hotels, to form complex mixed-use and stand-alone projects. Integral to the growth of the Mandarin Oriental footprint, Residences are a new paradigm, and as such require focused operational expertise. In addition to the goal of delivering superior experiences and services to Residences owners, Mandarin Oriental is focused not only on the management of the Residences common areas to the very high standards our guests have become accustomed, but to continually improving our relationship with Residence owners over the long term.

### **SCOPE OF POSITION / SUMMARY STRATEGIC INTENT**

It is the mission and intent of this position that the incumbent is responsible for the oversight, management of all building security and engineering related systems and initiating and implementing ongoing asset management programs, brand standards, local operating codes are met while ensuring a safe environment exists.

### **DUTIES AND SUPPORTING RESPONSIBILITIES**

- Duties include maintaining equipment, asset management, installing preventative programs, training and implementation of new programs and initiatives.
- Ensuring the building is operating in compliance with the groups FLHSS&E Safe and Sound requirements and regulations.
- Coordinate and schedule all inspections, work and preventive maintenance of the building with outside contractors and according to property's operation.



- Coordinate daily, weekly, monthly, quarterly, semi- annual, annual mechanical equipment's physical inspections.
- Assist in developing CAPEX budget and projects.
- Draft departmental reports.
- Ensure daily monitoring and coordination of work orders and requests.
- Ensure that safety hazards or concerns are communicated to the Director of Residences (DOR).
- Assist in implementing and creating measures and procedures to enforce the codes of conduct creating a safe work environment with the DOR.
- Assist in creating and implementing SOP, BCM and BCP policies and procedures to be enforced.
- Coordinate the operation of the Security contractors and services.
- Ensure CCTV/work-related security and surveillance systems are managed and operational.
- Coordinate and participate in conducting trainings and simulations of safety topics as per MOHG Standards.
- Assist in Accident & Incident investigation and report preparation.
- Ensure the Residences complies with State and Governmental laws relating to safety and security.
- Coordinate fire drills.

### **Success Profile for this role**

#### **Purpose**

##### **Customer focus**

*Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.*

##### **Managing vision and purpose**

*Communicates a compelling and inspired vision or sense of core purpose; talks beyond today; talks about possibilities; is optimistic; creates mileposts and symbols to rally support behind the vision and can inspire and motivate the team. Makes the MOHG mission and vision sharable by everyone and embodies our Guiding Principles.*

##### **Business acumen**

*Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.*

#### **Process**

##### **Drive for results**

*Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.*

##### **Decision quality**

*Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions. Looks beyond the obvious and doesn't stop at the first answers.*

##### **Planning**

*Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.*

**Priority setting**

*Spends his/her time and the time of others on what's important; quickly focuses in on the important issues and puts the trivia aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.*

**Strategic agility**

*Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can articulately paint credible pictures and visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans.*

**People****Motivating others**

*Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.*

**Developing others**

*Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them; encourages people to accept developmental moves; will take on those who need help and further development; cooperates with the developmental and talent management system in the organisation; is a people builder.*

**Interpersonal savvy**

*Relates well to all kinds of people, up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.*

**Directing others**

*Is good at establishing clear directions; sets stretching goals; distributes the workload appropriately; lays out work in a well-planned and organised manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.*

**Sizing up people**

*Is a good judge of talent; after reasonable exposure, can articulate the strengths and limitations of people inside or outside the organisation; can accurately project what people are likely to do across a variety of situations.*

**Personal****Developing self**

*Is personally committed to and actively works to continuously improve him/herself; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits. Picks up on the need to change personal, interpersonal, and managerial behaviour and seeks feedback.*

**Ethics and values**

*Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.*

**Integrity and humility**

*Is widely trusted; is seen as a direct, truthful individual; keeps confidences; admits mistakes and flaws. Can get things done quietly without unnecessary noise; is careful to make others comfortable; is authentic; helps others save face in difficult situations; maximises the contribution of all; encourages the expression of viewpoints from all concerned; is modest and self-effacing; respects the views of others.*

**Dealing with ambiguity**

*Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.*

**Learning on the fly**

*Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyses both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.*

**Managerial courage**

*Doesn't hold back anything that needs to be said; provides current, direct, complete, and 'actionable' positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.*

**Requirements – Experience, Skills, Education and Qualifications****Essential**

- A minimum of 2-5 years in engineering studies such as Mechanical, Electrical, Environmental etc.
- A minimum of 5 years in engineering management.
- A minimum of 2-5 years development and managing of a luxury property.
- Must possess knowledge of major building systems.
- Must possess knowledge of energy management.
- Must possess ability to conduct training of basic engineering systems.
- Must possess ability to coordinate with multiple tasks.
- Excellent written and verbal skills.
- Knowledge of building safety and security systems

**Mandarin Oriental reserves the right to add, delete, change or modify the job, duties and responsibilities described in this Job Description, at the company's discretion, at any time, with appropriate notice.**

I have read and understand this job description for Mandarin Oriental Residences, Fifth Avenue.

Colleague Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_