

Facilities Operations Competencies

Required Competencies	
Tenant Relations	<i>Effectively determines tenant needs, follows up on previous action steps, and troubleshoots outstanding issues.</i>
Maintenance	<i>Effectively manages and performs maintenance and repairs both preventatively and as requested by residents.</i>
Business Operations	<i>Leverages knowledge of technology, laws, finances, operations, and marketing to impact the success of the business.</i>
Regulatory Acumen	<i>Demonstrates understanding of the regulatory environment that shapes facilities management.</i>
Project Management	<i>Manages multiple projects, changes in project scope, and shifting priorities in order to maintain project requirements and ensure deadlines are met.</i>
Subcontractor Coordination	<i>Request, review and submit work orders, bids, and proposals from outside contractors for service and repairs. Inspect work for quality building-specific maintenance and safety procedures. Verify final invoice pricing and process payments in a timely manner.</i>
Data Analysis	<i>Analyzes and processes complex data for core business operations. Identifies the underlying principles, reasons, and facts of data sets. Breaks down information or data into separate parts.</i>