

Job Announcement and Description

General Service Manager	
Reports To : Director of Finance and Operations	Division : Operations Location : Casablanca, Dar Bouazza
Salary Range : 15,000-20,000 Net MAD/mth* <i>*Depending on Educational Degree and Years of Experience</i>	Conditions of Work: Full Time/On Call* <i>*288 Days/Year with nights and weekends as needed</i>
Other Benefits: Paid On-Campus Housing, GWA Tuition Discount, Health Insurance, Retirement	

➤ General Description

This leadership position is responsible for working closely with the Director of Finance and Operations and GWA Leadership to oversee the 70 member team charged with the meeting the operational needs of the GWA campus. This position requires a dynamic person with the technical understanding of construction, plumbing, HVAC, sewer, electrical, cleaning, grounds and general maintenance necessary to ensure systems remain functional and industry best practices are being delivered. The desired candidate will also have the ability to lead their team in a confident and supportive manner

➤ Minimum Qualifications

- Speaks fluent Darija and English (preference will be given to candidates who also speak French)
- 4-year engineering/maintenance (or related) University degree with 5 years of related management experience/2-year trade school degree with 10 years of related management experience/15 years of proven related management experience
- An advanced understanding of facility and grounds management, i.e. facility life-cycles, construction, plumbing, turf management, pumps, irrigation systems, HVAC, sewer, electrical, water filtration, cleaning, grounds and general maintenance
- Proven departmental budget management experience
- Is proficient with technology (i.e. operations management software, asset control systems, etc)
- Proven ability to manage teams and timelines in a changing environment
- Willing to have a flexible schedule that may include living on campus, working on-call, overnight, and/or weekends

➤ Management & Staff Supervision

- In cooperation with the Director of Finance and Operations, develops and implements an action plan for site modifications & expansions needed to accommodate the student body and other stakeholder needs in alignment with the Master Plan and GWA Vision Statement
- Oversees the staff reporting to him/her and coordinates decisions with the administration through the Director of Finance and Operations including:
 - Maintenance Manager and team to ensure that the facilities and equipment are maintained to appropriate schedules and industry standards
 - Cleaning Supervisor and team to ensure that GWA uses industry best practices to have a clean and sanitary campus
 - Grounds team to ensure that the grounds and green areas are healthy, clean, safe,

and well-maintained

- Assisting with negotiation and management of contracts and provider agreements for outsourced services such as cleaning, security, equipment and facility maintenance

➤ **Duties**

- Design, implement, and evaluate departmental guidelines and processes
- Ensure that staff has current, appropriate job descriptions which clearly delineate areas of responsibility, duties and weekly work hours. Reviews each employee's performance regularly
- Manage approved budgets for each department in accordance with current financial policy and participates in budget planning for annual expenditures, capital improvements, and other areas where input is requested
- Coordinate with the Director of Finance and Operations and reporting Managers when special events change the normal routines of the staff in his/her departments
- Maintain a schedule of preventative maintenance, including asset useful life, expected date of replacement and estimated cost of replacement
- Ensure that reporting staff are adequately trained to perform their duties. Work with Operations Team to develop personal plans for professional development
- Follow and respect all GWA School Board and Administration/HR policies
- Maintain employer practices in accordance with Moroccan law and GWA policies
- Other duties as assigned

➤ **Personal Expectations**

- Models the character traits that GWA strives to develop in its students, including: integrity, excellence, respect, and honesty by
 - building trust and showing respect to all cultures represented at GWA through resolving interpersonal or intercultural differences through dialogue
 - demonstrating positive customer service practices and is able to develop teamwork among GWA staff
 - being a person of confidence and discretion with the ability to properly handle sensitive information
 - consistently maintaining high ethical and professional standards
 - Demonstrating flexibility when unexpected situations arise, being ready to explore promising opportunities, and generating creative solutions to challenges
 - Demonstrating self-motivation and lifelong learning by reading professional literature, participating in regional conferences, seminars and/or formal education

➤ **Background and Reference Check**

- All candidates will be subject to passing a background and reference check prior to any offer of employment