

## **Facilities Coordinator** (based in Cape Town)

We have a vacancy for a Facilities Coordinator, to be based in **Cape Town**.

If you appreciate a company culture that encourages ownership, innovation and client delight, you will thrive in our diverse, driven team.

### **Position Summary**

We're seeking a Facilities Coordinator to manage building maintenance, cleaning operations, business support and facility services across designated sites in Cape Town. You'll ensure our facilities meet contractual standards while delivering excellent client service.

### **Key Accountabilities / Principal Responsibilities:**

#### **Primary Duties**

Ensure the following services are executed at all designated sites according to scope of work:

- Ensure facility compliance to Service Level Agreements (SLAs) and Occupational Health, Safety and Environment (OHSE) deliverables
- Building fabric and handyman maintenance
- Technical services
- Fire prevention and protection
- Lifts services and maintenance
- Parking
- Plumbing
- Waste management
- Cleaning, hygiene and pest control
- Landscaping and indoor plants
- Food aid services
- Helpdesk, reception and switchboard services
- CAFMS (manage and draw reports)

#### **Quality Control**

- Identify scope of work and quality requirements according to maintenance request
- Conduct quality control inspections on a daily basis maintaining up to date records
- Complete and review quality reports on a weekly/monthly basis
- Ensure all work is completed as per work order and to quality standards
- Ensure daily reporting, escalation of faults and emergency maintenance is reported to the Key Accounts Manager and client

- Develop inspection plans related to all building fabric maintenance services
- Ensure regular feedback to end user/staff regarding status of service level agreement and completion of tasks
- Implement all approved processes and procedures, adapting and revising to site specific needs as required
- Ensure all client's on site policies, procedures, rules and regulations are adhered to at all times

### **Manage Contractors**

- Be familiar with all SLA terms and conditions and performance standards per service
- Ensure contractors adhere to SLA at all times and report any non-compliance as part of performance management
- Communicate any additional service requirements to Key Accounts Manager to incorporate into SLA
- Ensure effective and efficient service delivery
- Ensure all planned maintenance activities are adhered to and that the service report is issued to Key Accounts Manager
- Maintain a proactive approach to the precinct by logging calls on a daily basis
- Follow up on outstanding helpdesk work orders and requests, ensuring the work is completed and that the timing is communicated to Key Accounts Manager, client and helpdesk

### **Client Liaison**

- Maintain client satisfaction through completing all/any client requests
- Keep management informed timeously on job tasks and completion

### **Invoicing Control**

- Coordinate and manage all invoices for work completed by the relevant service provider
- Process all quotations received and submit for approval with line manager
- Be familiar with and abide by the approved invoicing procedures
- Assist in timeous submission of invoicing by contractors, ensuring all necessary details are included (work order number, PO number, VAT registration number, etc)

### **Reports**

- Complete monthly management report for head office, highlighting all operational issues and commenting on the status of these issues
- Report on status of projects
- Report on staff
- Highlight concerns
- Make recommendations or submit request for assistance

## **General Operations and HR**

- Ensure all operational outputs are noted
- Manage timesheets
- Assist in managing on-site operational expenditure
- Communicate all operational activities to respective staff
- Make recommendations on any operational issues that need to be altered to fit individual site

**It should be noted that for operational reasons, it may be necessary to perform tasks other than those described herein from time to time.**

**Prescribed procedures may be amended by management as and when required.**

## **Key Skills and Experience**

- Grade 12
- Preferable: Diploma in Built Environment or associated services
- Excellent written and verbal communication skills
- 5 years' experience in facilities management
- Computer literate in MSOffice
- Experience in contract administration
- Knowledge of pre-planned maintenance services advantageous
- Knowledge of safety, fire and emergency procedures
- Knowledge of Occupational Health and Safety Act and relevant legislation
- Knowledge of SLAs and lease agreements
- Knowledge of basic terminology in building (electrical, plumbing and construction)
- Have an understanding of BMS HVAC systems
- Valid driver's license

## **People and Management Skill**

- Good interpersonal skills
- Customer focused
- Good and proven leadership skills
- Able to manage and motivate staff
- Able to work under pressure and meet deadlines
- Able to control difficult situations
- Able to create, develop and maintain budgets
- Able to manage contractors in line with agreed SLAs
- Ability to communicate with all sectors of business (staff, contractors, clients, directors)
- Self motivated
- Integrity
- Computer literacy skills
- Time management skills
- Practical building maintenance skills

### **Key result areas**

- Understand role of reporting to the business and client
- Understand interworking with various teams to ensure client financial compliances
- Understand that feedback and communication is critical to success

### **Additional Responsibilities and Skills**

The employee acknowledges that all duties performed will reflect on the client and will thus act in a professional manner at all times. As AFMS Group operates as a service provider, all necessary steps need to be taken to ensure that the service has been delivered according to client requirements and to prescribed service levels.

**Interested? Submit your CV now.**

**All vacancies advertised by AFMS Group are in full adherence to South African labour legislation, including the Employment Equity Act, Labour Relations Act and Basic Conditions of Employment Act.**

**We strive to create an inclusive workplace that values diversity and welcomes applications from all qualified individuals, regardless of race, gender, disability, or any other protected characteristic.**

**Our recruitment process is fair and equitable, focusing on the qualifications, skills and experience that are relevant to each role. We ensure that all candidates are treated equally and no discrimination will be tolerated.**

**By submitting your application, you consent to the processing of your personal information in accordance with the Protection of Personal Information Act 2014 (POPIA) for recruitment and hiring purposes.**

**Please note, relocation costs will not apply**

**If you have not received a response within 30 days of the closing date, please consider your application unsuccessful. However, your information may be retained for future opportunities unless you request otherwise.**

**For information on AFMS Group, including more information on our company culture, visit our website at [www.afmsgroup.co.za](http://www.afmsgroup.co.za)**

**Applications to be addressed to Matthew Toontjies: [recruitment@fm-solutions.co.za](mailto:recruitment@fm-solutions.co.za)**

**Closing Date for applications: Tuesday 31 March 2026, by 16h00**