JOB DESCRIPTION

Job Title:	Facilities Management Officer	**Job Reference indicator:**	
Organization Function:	Corporate Services	**Job grade: Name:**	
Organizational Level:		**Location:**	Head Office

Reporting Relationships

- Functionally reports to: Head, Corporate Services
- Administratively reports to: Same as above
- Supervises: Nil

Job objective(s)

- Ensure proper maintenance and consistent functionality of all mechanical, power and electrical equipments

Duties & Responsibilities

- Responsible for issues concerning elevators, generators, transformers and the likes.
- Make requests for the purchase or repair of equipments.
- Ensures that standards are strictly adhered to.
- Ensure renewal of lease agreements, contracts for vendors and service providers.
- Relates directly with vendors and service providers to ensure that SLAs are met.
- To ensure the Bank's office and ATM premises are clean and functioning of Air conditioning.
- Initiate purchase of stationeries and other Bank's assets.
- Manage the store and ensure it is stocked at all the time.
- Manage fuel card for generators and ensure the log books are well managed.
- Any other duties as assigned by the supervisor

Key Performance Indicators

- Availability of service
- Number of complaints from internal and external customers
- TAT for carrying out responses and solving complaints
- Customer service delivery index
- Cleanliness of the Bank premises

Minimum Education Qualifications	
• Minimum educational level – Bachelor Degree	
Previous Work Experience Requirements	
• Minimum requisite experience – 3 years relevant experience	
Key Competency List	
Knowledge ▪ Banking operations, policies and procedures ▪ Banking organizational structure ▪ Technical Knowledge	**Skills/Competencies** ▪ Professional disposition, Problem Solving skills, Business Awareness, Creativity & innovation, Result Orientation, Analytical Thinking, multitasking, ability to manage complexities, numerical ability, logistic management, facilitation, facilities management

I, _____ have read and understood my job descriptions, and I hereby promise to deliver accordingly.

_____	_____	_____
Name	**Signature**	**Date**

Approved by:

_____	_____	_____
Name	**Signature**	**Date**