

## **Job Title: Manager, Tenancy Operations**

### **Reporting Officer**

Senior Manager, Retail Experience

### **Job Description**

- a) The Tenancy Operations Manager will work alongside the team to achieve the organization strategic goals and effective day to day operations. You will manage a team of tenancy operations executives to deliver excellent tenancy management services. You will support and empower that team to ensure Jewel continue to provide great services and to operationalize new initiatives.
- b) You will oversee and ensure timely tenant's fit-out/reinstatement/base provisioning program and conformance to the requirements including documentation and proper recording of all activities and correspondences.
- c) You will assist to provide technical advice to commercial team and commercial advice to the technical team on areas such as feasibility studies, Addition and Alteration and Tenancy Agreement.
- d) You will work with key stakeholders such as Leasing, M&E, Projects and Marketing to ensure the continued success of the Tenants in Jewel.

### **Skills/Knowledge Required**

- Degree or Diploma in Real Estate, Project Management, Facilities Management and Engineering. Alternative specialisation but with relevant years of experience will be considered.
- 5 -7 years of experience in a commercial or shopping mall environment managing either Leasing, Tenancy Operations, Operations or Marketing.
- Proficient in areas of Lease Agreement, Project Management, and store operations.
- Ability to work under tight timeline, self-motivated, driven, analytical, assertive and a good team player
- Excellent interpersonal, verbal, written communication, and presentation skills
- Certificate such as PMP and other related areas will be advantageous.