

Job Title: Senior Executive/ Executive, Tenancy Operations

Reporting Officer

Senior Manager, Retail Experience

Job Description

- a) You will work alongside a dynamic team to achieve the organisation's strategic goals and effective day-to-day operations.
- b) You will manage a group of assigned tenants, engage them to build deep, trusted partnerships and deliver excellent account management services.
- c) You will oversee and ensure timely tenant's fit-out/ reinstatement/ base provisioning program and conformance to the guidelines, including proper documentation and recording of all activities & correspondences.
- d) You will be responsible for reviewing your partners' adherence to the authority and mall's requirements, including relevant licenses, safety/ fire safety and housekeeping/ pest control, etc.
- e) You will be the main point-of-contact between the tenants and landlord for all operational matters; and looked upon as a key bridge between the commercial and technical aspects, in the execution of feasibility studies, additions & alterations works and tenancy agreements.
- f) You will expect to work intimately with key internal stakeholders such as Leasing, FM/ M&E and Marketing to not only ensure the continued success but spur the robust growth of tenants in Jewel.

Skills/Knowledge Required

- 3 -5 years of experience in a commercial or retail mall environment, with proven track record in Tenancy Management, Operations, Leasing or Marketing.
- Ability to work under tight timeline and think on your feet. Analytical, driven, independent, tactfully assertive and a good team player.
- Enjoy working with multiple stakeholders is a must. Possess excellent interpersonal & communication skills, both verbal and written.
- Proficiency in areas of lease agreement, store operations and/or project management is a plus.
- Degree or Diploma in Real Estate, Facilities Management, Project Management or Business will be advantageous. Alternative specialisation but with relevant experience will similarly be considered.