

# My Airport. My Place to be.

Join our team at EWR Terminal One LLC

Living ideas, connecting lives

EWR Terminal One LLC is an US-based subsidiary of the Munich Airport International. We are responsible for the maintenance and concessions management at Newark Liberty International Airport [EWR] Terminal A. EWR Terminal One LLC will also be responsible for operations, maintenance and concession management services for the new Terminal One at EWR, which is currently under development by the Port Authority of New York and New Jersey [PANYNJ] and is scheduled to open in fall 2021. We have a unique opportunity in bringing a world class airport experience to New Jersey! We are growing at a rapid pace and are in search of talented professionals who will bring their all to this grand opportunity! We are currently seeking a seasoned

## Facilities Contract Manager

to join our progressive team as soon as possible! You will be part of a quickly growing team, helping not only to create an attractive passenger terminal, but also to develop the Terminal Operator company with your expertise and personality. Your office will be at Terminal A at EWR, moving to the new Terminal One as soon as the building becomes available. In preparation for the opening of the new terminal as our Facilities Contract Manager, you will negotiate, manage and coordinate facilities contracts such as cleaning, waste management, pest control and other contractual facilities and maintenance activities occurring in future Terminal One. Simultaneously you will manage the current contracts for EWR Terminal A.

### Your future Responsibilities

- Develop and prepare a world-class service scope of work for maintenance contracts like custodial services, landscaping, elevator & escalator services, pest control, grease collection and waste management.
- Evaluate, select, and manage facility, maintenance and building contractors
- Implement Service Level Agreements and measure contract performance by using Key Performance Indicators [KPIs].
- Coordinate with contractors, overseeing daily operation and maintenance activities, inspecting, and evaluating their work against performance standards to ensure that all services are effectively delivered, and facility needs are met.
- Develop and analyze computerized maintenance management system [CMMS] reports and operational data to make improvements to system performance, reliability, and operating cost.
- Identify solutions to building maintenance issues and propose improvements
- Maintain frequent and open lines of communication with key stakeholders, including airlines, tenants, the Transportation Security Administration [TSA] and Port Authority.
- Maintain monthly reports and other documents, such as budgets, maintenance statistics, quality control and customer experience.
- Create documentation for finance to set up billable work orders and documentation for invoice processing.
- Attend meetings to maintain airport operation awareness, represents Maintenance Management, as required.
- Create and implement best practice maintenance vision, strategy, policies, processes, and procedures to aid and improve operational performance of the Terminal Airport Facility.
- Until Opening of Terminal One: Participate in 3-shift system to provide a hotline for after-hour maintenance calls, to attend to emergencies on-site, and to staff the Port Authority Emergency Operation Center during special situation [incl. severe weather situations] on a 24/7 basis. After Opening of Terminal One, must be available to respond to emergencies and determine on call coverage between the other contract managers.

### Your Education & Training

- Bachelor's degree in Administration, Operation Management, Engineering is preferred, a combination of other diplomas with comparable working experience will be considered. Other Engineering, Business or Technical training or certification preferred
- LEED certification is highly desirable.
- Certified Facility Manager [CFM], International Facilities Management Association [IFMA], Building Owners and Managers Association [BOMA] industry certifications recommended.
- Minimum of 5-7 years working experience in similar position preferred

### Your Skills & Experience

- Effective communication, negotiation, and interpersonal skills.
- Exceptional attention to detail, and talent for accuracy and precision.
- Critical thinking skills and the ability to research and understand legal and financial implications.
- Deep understanding of contracts, contract governance, contractual language, and the contract lifecycle.
- Knowledge of various Federal, State, County and Local codes and regulations involving construction, environment, fire, safety, sanitation, and recycling.
- Excellent understanding of the policies, procedures, materials, tools, and methods for facility maintenance.
- Experience with vendor and performance-based management, focused on achieving high-levels of customer satisfaction.
- Experience in a large, complex airport environment is an asset.
- Excel in verbal and written communication skills, tactfully responding to all communications and remaining diplomatic in all interactions.
- Ability to establish and maintain effective and professional working relationships at multiple project levels ranging from tradespeople to executive.
- Team player who works jointly towards a common goal and vision and contributes to the team both professionally and personally.
- Strong ability to plan and manage numerous projects simultaneously and assuring all deadlines are met.
- Ability to adapt to a changing environment and handle multiple priorities
- Has a positive attitude and a hands-on mentality.
- Is eager for feedback and to learn and grow in a fast-paced, mission-driven environment.
- Possesses a strong sense of integrity, openness, fairness, and transparency.
- Ability to work without direct supervision, taking responsibility and ownership of assigned tasks.
- Has a great sense of humor.

### Good reasons why you should become a part of the airport family

- Our team embraces diversity, fosters collaboration, practices mentorship, and believes in a positive, healthy work climate.
- Be part of an international working environment
- Ground-floor opportunity with high growth potential
- An attractive benefits package and competitive pay

**In order to work in the secure area of an airport, you must be able to pass a background check**

**Please send us your cover letter, resume and salary expectation for immediate consideration to [contact@us.munich-airport.com](mailto:contact@us.munich-airport.com)**