



# **JOB PROFILE**

## **Technical Manager**



carrying out the work, initiate defect elimination measures, provide support for architectural work provided by headquarters			
<ul style="list-style-type: none"> <li>▪ Phase out maintenance companies and other service providers</li> </ul>		15%	D, E
<ul style="list-style-type: none"> <li>▪ Have HVAC checked for functional capability</li> </ul>		10%	D, E
<ul style="list-style-type: none"> <li>▪ Ensure compliance with property owner's duty of care and safety regulations including the preparation, update and implementation of the safety folder</li> </ul>		15%	D, E
<ul style="list-style-type: none"> <li>▪ Prepare, implement and adhere to the facility budget (including budgeting, long-term planning) and approve invoice contents with regard to HVAC</li> </ul>		12,5%	D, E
<ul style="list-style-type: none"> <li>▪ Prepare, implement and adhere to the facility budget (including budgeting, long-term planning) and approve invoice contents with regard to roof and framework as well as leased areas</li> </ul>		2,5%	D, E
<ul style="list-style-type: none"> <li>▪ Optimize economic and sustainable Center operation including energy monitoring</li> </ul>		5 %	D, E
<ul style="list-style-type: none"> <li>▪ Provide support to central management and take responsibility for adhering to compliance as well as data protection and safety guideline</li> </ul>		5 %	D, A, E
<b>Personnel responsibility:</b> (yes / no?)	Yes	<b>If yes, number of employees:</b>	3 - 8

#### 4. Required Skills and Experience

<b>Education / Studies</b> Which degree is required?	<ul style="list-style-type: none"> <li>• Ideally, a degree in facility or real estate management or engineering management</li> <li>• Master craftsman training if applicable</li> </ul>
<b>Professional Experience</b> Which professional experience is desirable (in years and in which divisions / positions)?	<ul style="list-style-type: none"> <li>• Minimum of 3 years' work experience in a managerial capacity in real-estate management (retail industry) with a focus on facility management</li> </ul>
<b>Additional education</b> Is there special knowledge / are there special skills which are necessary for this position? E.g. law classes	<ul style="list-style-type: none"> <li>• Management seminars</li> <li>• Advanced technical training in the fields of monitoring, control, regulation and optimization systems</li> </ul>

<b>5. Competence Profile for Supervisors and Managers</b>				
Please fill in which professional level of the following competences are required for this position.	0	None		
	1	Junior / basic knowledge		
	2	Advanced / detailed knowledge		
	3	Expert / role model, e.g. recognized specialist and mentor for colleagues		
<b>PROFESSIONAL SKILLS</b> <i>(please add here the expert knowledge relevant for this position)</i>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
Facility management and construction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business administration skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MS Office (Word, PowerPoint, <b>Excel</b> , Outlook)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other IT skills: PitFM and RDLWS, SAP	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
English ( <b>target level:9</b> )	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other foreign languages:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>METHODOLOGICAL SKILLS</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
Analytical skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Presentation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Project management skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Conceptual skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>SOCIAL SKILLS</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
Service skills / Customer orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Assertiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to convince	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intercultural competence	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Relating skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Feedback skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>SELF-MANAGEMENT &amp; PERSONAL SKILLS</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
Decision-making skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Result orientation / target orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Self-reliance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creativity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Change management skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reflection skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>LEADERSHIP &amp; MANAGEMENT</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
Entrepreneurial thinking & acting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accountability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Leadership skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Readiness to take risks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strategic skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delegation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Definition of skills and competences:

### Professional skills

Professional skills relate in the first place to professional expertise relevant and required for the described position. This can comprise different key facts for differing positions and should thus be explained in more detail for the respective position.

For reasons of clarity, language skills and IT knowledge are allocated to this category.

### Methodological skills

Methodological skills comprise the ability to apply certain learning and working methods. These abilities and skills are not department-specific but can be applied in other departments as well.

#### Analytical skills

Ability to recognize correlations and to reveal complex facts and circumstances, take these apart, analyze them and match them together in a logical order. Also to draw logical conclusions and to construct logical and comprehensive explanations.

#### Presentation skills

Presentation skills are reflected in a self-confident and convincing appearance, very good communicative (verbal and non-verbal) skills, disturbance resistance, and clear pronunciation. Different presentation methods are used in order to ensure the audience's concentration.

#### Project management skills

Project management skills contain the abilities and knowledge necessary for successful planning, realization and processing of projects by applying special methods and techniques taking into consideration time, costs and quality.

#### Conceptual skills

Conceptual skills are the ability to theoretically display a project, which is to be planned strategically, to compile the goals, to derive strategies thereof and to develop appropriate processes / solutions. Thereby, one has to keep track and complicated facts are to be simplified.

### Social skills

Social skills are a complex of personal skills and attitudes, which contribute to direct one's own actions from an individual to joint approach to action. They thus comprise all skills and competences that become effective when interacting with others.

#### Service skills / Customer orientation

Service skills / customer orientation is the ability and attitude to understand the current and future demands and expectations of (external/internal) customers/investors, to put oneself in their position and to adjust one's behavior respectively.

#### Assertiveness

Ability to put one's own ideas into effect, also against resistance (e.g. human/organizational obstacles).

#### Communication skills

Ability to express oneself clearly both on a verbal and non-verbal level in speech and writing, to get involved with the counterpart and to listen. Speech rate, volume, gestures and mimic are applied appropriately; content is passed on target group related.

#### Ability to convince

Ability to communicatively deal with others and to maintain one's ground argumentatively. This means, to establish and stand up one's own viewpoint as far as possible against opposed arguments by means of fact, rhetoric and charisma.

#### Intercultural competence

Intercultural competence is characterized by acknowledging other culture's viewpoints as well as appreciation of diversity on the one hand and the reflection of one's own culture on the other hand. It is also the ability to recognize foreign communication styles and behavior patterns influenced by culture, as well as to extend the own behavior repertoire.

#### **Relating skills**

Relating skills means to cooperate both internally and externally fair, bindingly and at eye level. This cooperation is characterized by mutual appreciation and respect.

#### **Feedback skills**

Feedback skills include, on the one hand, the ability to give up positive and negative feedback, and on the other hand, to be open for criticism, take it and to learn from it for future action. Positive as well as negative feedback is given towards others in a timely manner, appropriately in terms of situation and person, and with concrete examples and improvement suggestions.

### **Self-management & personal skills**

Self-management & personal skills are a complex of all personal abilities and attitudes, which determine individual actions. These skills direct a person's approach to tasks irrespective of social circumstances.

#### **Decision-making skills**

Ability to make decisions at the right moment even without absolute certainty and to be able to justify such decisions. The relevant decision parameters are used, chances and risks weighed. If necessary, also unpopular decisions are taken.

#### **Result orientation / target orientation**

Result orientation / target orientation means to work with target-related priorities, to adjust decision and actions to targets and to derive personal and team targets from superior targets (in the short, middle and long term) and to keep an eye on them; the approach is solution-oriented (vs. problem-oriented).

#### **Initiative**

Ability to actively develop and advance suggestions and ideas, independently take over tasks and get projects started.

#### **Self-reliance**

Ability to work independently and without detailed instructions and to motivate oneself.

#### **Creativity**

Ability to develop multifaceted / inventive / innovative solutions.

#### **Change management skills**

Ability to recognize the necessity of changes and to participate in the implementation of changes. Readiness to abandon past behavior patterns and ways of thinking and/or question those.

#### **Reflection skills**

Readiness and ability to consciously think about a past situation and the role which was played therein by oneself.

## **Leadership & Management**

Leadership & Management comprises the responsibility for and management of employees as well as the strategic orientation of one's actions towards the corporate goals.

### **Entrepreneurial thinking & acting**

Ability to adapt one's own thinking and acting to the profitability, productivity and future economic development of the company and to recognize / take risks and chances. Relevant resources are thus developed and used in an entrepreneurial reasonable manner. Thereby, the focus is laid on the company as a whole.

### **Accountability**

Readiness and ability to bear the responsibility assumed for tasks and to stand up for the consequences. The responsibility is also consciously taken in case of failures caused by oneself or by someone in the own field of responsibility.

### **Leadership skills**

Ability to act on employees in a trend-setting and leading ways in order to achieve the team's / division's / department's goals. This includes a meaningful delegation of appropriate tasks as well as the motivation, appreciation and talent-based development of employees.

### **Readiness to take risks**

Readiness to take risks is shown in the ability to anticipate risks or to consciously note them, to weigh them with the expected benefit and to act despite the risks and to bear the responsibility.

### **Strategic skills**

Ability to methodically achieve an envisioned goal based on long-term approaches.

### **Delegation skills**

Readiness and ability to delegate appropriate tasks and the related decision-making power to employees, in order to ensure the independent processing of the tasks.