

EDGE MANAGEMENT

Operations Manager – job description

Welcome to EDGE Management, where we're not just a team, we're trailblazers reshaping the landscape of third-party services. As pioneers in specialized back-office operations, we cater to facilities maintenance and real estate clients across the United States, redefining the standard for operational efficiency. We are currently looking for an Operations Manager to join our vibrant team in our state-of-the-art offices in Zouk Mosbeh, Keserwan.

As Operations Manager, you are fully responsible of managing and delivering maintenance projects end-to-end on-time and within budget. Your role involves searching for providers and negotiating offers, preparing our technical bids, and orchestrating the process with our end clients, technical service providers, and parts suppliers.

Shifts: Monday till Friday from 4:00 PM till 1:00 AM (ON SITE).

Responsibilities:

- Search for service providers across the US using different sources and databases, build long term relationship
- Conduct phone calls with service providers, negotiate rates, and schedule technical assessments
- Collect evaluation data and conduct research to develop repair plans and prepare detailed technical quotes
- Order the right replacement components, materials, or equipment (under the right model numbers, brands, and technical specifications)
- Allocate budgets, plan evaluations, manage risks through backup planning, handle recalls, and additional consultations with service providers
- Keep our backend systems up-to-date with timely updates and documentation (photos, invoices, signatures, approvals, etc.)

Core Competencies:

- Fluent in English (written and verbal)
- Solutions-oriented
- Good communicator & negotiator
- Curious to research new topics on ongoing basis
- Coachable and growth-oriented team player
- Organized and able to perform under pressure