

WAWA - Wawa, Inc. - Corporate Office

Job Description

Job Title: Facilities R&M Equipment Manager

Location: Corporate

Department: Facilities

Job Summary: The Facilities R&M Equipment Manager is responsible to develop and implement store equipment repair and maintenance programs which support the corporate strategic plan. The position manages a balanced approach of service quality, service delivery and cost management. Develop, implement and maintain processes to complete demand work orders, scheduled maintenance to help achieve the departments' long range plan. Store Equipment consists of all food service, hot and cold beverage. In addition, the Facilities R&M Equipment Manager is responsible to manage relationships with an external vendor network, Facility Teams as well as Construction, Engineering, Marketing and other departments within the organization.

Principal Duties:

- Along with the Senior Facilities Services Manager, develop and manage annual equipment R&M and capital replacement budget. Responsible to execute planned services and preventive maintenance programs within budget parameters.
- Manage projects to design specifications within approved budget amounts.
- Establish and maintain a network of qualified commercial contractors and service personnel to complete all aspects of equipment repair and maintenance including associated PM activities. Actively monitor the performance of all R&M vendors to achieve established budget and sustain Wawa brand standards.
- Execute and maintain contracts with store equipment repair vendors. Actively monitor performance of all R&M vendors to achieve established budget and sustain Wawa brand standards.
- Establish and manage key vendor metrics to improve vendor service levels (SLA's) performance and reduce ongoing repair and maintenance costs. Manage service commitments and cost to establish targets.
- Manage the performance and efficiency of the vendor support network, quality of service, SLA performance and cost.
- Utilize financial variance review and analysis to determine improvement opportunities. Provide detailed financial analysis to management as requested.
- Responsible for developing and implementing plans identifying service level improvements and equipment replacements to reduce ongoing repairs and maintenance activities and cost.
- Manage a portfolio of necessary projects and services to maintain a business readiness level for the stores.
- Execute appropriate repair vs. replace decisions.
- Provide support and guidance for implementation of new facility or equipment programs.

- Develop procedural documentation and training for new equipment or facility process. Collaborate with Call Center on SMART Dispatch methodology to provide effective diagnostic and self-repair techniques.
- Benchmark industry best practices related to equipment R&M, integrate learnings to refine strategic vision.
- Develop and maintain a network of the third-party sources for industry trends and technology changes, including participation on appropriate industry panels.
- Serve on Equipment Working Committee and assist with development of new equipment platforms.
- Provide overall direction and support for team and monitor and assess individual work in accordance with high standards of excellence. Provide feedback, coaching, support, opportunities for development, complete performance appraisals, take corrective action when appropriate, and participate in hiring decisions.

Essential Functions:

- Self-motivated. Demonstrated ability to identify process/procedures improvements and successfully implement.
- Strong analytical background and demonstrates problem solving skills.
- Excellent interpersonal, oral, written and communication skills.
- Excellent leadership skills.
- Excellent customer service skills.
- High degree of professionalism and confidentiality
- Proven ability to prioritize and handle multiple tasks and delegate effectively.
- Ability to work independently but also collaborate cross functionally across all levels of the organization.
- Excellent vendor management skills
- Establish and maintain a working environment conducive to positive morale, individual style, quality, creativity, and teamwork
- Periodic on-call duties affecting night and weekends
- Ability to travel overnight for multiple days at a time

Basic Qualifications:

- Bachelor's degree in a related field preferred.
- Facility management experience or similar project management experience.
- 5+ years previous management/supervision experience managing associates and vendors
- Proven ability to manage critical, revenue generating equipment fleets in a fast-paced retail environment with high up-time requirements
- Technical knowledge of food service, hot and cold beverage equipment.
- Proficient in Microsoft Office Suite
- Ability to support emergency situations on weekends or after hours.

**Please submit your resume by emailing to Hannah Sullivan, corporate recruiter,
hannah.sullivan@wawa.com**

Wawa will provide reasonable accommodation to complete an application upon request, consistent with applicable law. If you require an accommodation, please contact our Associate Service Center at asc@wawa.com or 1-800-444-9292.

Wawa, Inc. is an equal opportunity employer. Wawa maintains a work environment in which Associates are treated fairly and with respect and in which discrimination of any kind will not be tolerated. In accordance with federal, state and local laws, we recruit, hire, promote and evaluate all applicants and Associates without regard to race, color, religion, sex, age, national origin, ancestry, familial status, marital status, sexual orientation or preference, gender identity or expression, citizenship status, disability, veteran or military status, genetic information, domestic or sexual violence victim status or any other characteristic protected by applicable law. Unlawful discrimination will not be a factor in any employment decision.