

AISD is committed to the protection of all children and young people from harm. We recognize that child protection and welfare considerations permeate all aspects of school life and must be reflected in all of the school's policies, practices, and activities. We require all staff and faculty applicants to undergo stringent selection and screening processes before being allowed to work with children.

AISD [Child Protection Policy](#)

VACANCY

Title: **Senior Operations Manager**

The Position:

The American International School Dhaka (AISD) is seeking an experienced and highly motivated Senior Operations Manager to lead our dedicated operations team. This pivotal role is responsible for the overall day-to-day operations of the school's facilities, ensuring they operate at optimal efficiency, safety, and functionality. The Senior Operations Manager will oversee a broad range of areas, including maintenance, repairs, housekeeping, security, food services, transportation, and inventory control.

AISD community members hold each other accountable to these values:

- We are a compassionate, caring, and diverse community.
- We act with integrity and respect.
- We embrace creativity and balance.
- We are proud of diversity and willingness to collaborate.

The successful candidate will have a proven track record in facilities management, exceptional leadership skills, and a strong commitment to providing a safe and productive learning environment for our students, faculty, and staff. Reporting directly to the Director of Operations and Business, the Senior Operations Manager will play a critical role in ensuring that our school's facilities and operations support our mission of academic excellence and student well-being.

What Are We Looking For?

Our ideal candidate will have the following qualifications, as demonstrated through their previous roles:

- **Strategic Vision:** Ability to develop and implement a long-term vision for the school's facilities and operations, aligning with the school's strategic goals.
- **Team Leadership:** Inspirational leadership style, capable of motivating and developing a high-performing operations team.
- **Problem-Solving:** Strong analytical and problem-solving skills, with the ability to identify and resolve operational challenges efficiently.
- **Technology Skills:** Proficiency in using technology and software applications for facilities management, maintenance tracking, and inventory control.

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- **Sustainability:** Commitment to sustainable practices and experience in implementing energy-efficient and environmentally friendly initiatives.
- **Cross-Cultural Sensitivity:** Ability to work effectively in a diverse and multicultural environment, with sensitivity to the needs of international students and staff.
- **Financial Acumen:** Experience in budget development, financial planning, and cost management.
- **Customer Service:** Strong customer service orientation, with a focus on meeting the needs of students, faculty, staff, and parents.
- **Exceptional Communication:** Possesses outstanding written and verbal communication skills, capable of effectively conveying information, building relationships, and collaborating with diverse stakeholders.
- Ensure compliance with all relevant laws and regulations related to school operations, safety, and security.

Scope of Work Includes

1. Facilities Management:

- Oversee the maintenance and repair of all school facilities, including classrooms, laboratories, offices, and common areas with the General Services Manager.
- Develop and implement preventive maintenance schedules to minimize equipment failures and extend the lifespan of assets.
- Respond promptly to maintenance requests and emergencies, coordinating with maintenance staff and external contractors as needed.
- Manage the procurement and inventory of maintenance supplies and equipment.

2. Housekeeping and Sanitation:

- Ensure the cleanliness and sanitation of all school facilities, including classrooms, common areas, restrooms, and outdoor spaces.
- Develop and implement cleaning schedules and standards to maintain a high level of cleanliness and hygiene.
- Oversee the work of the housekeeping staff, providing training and guidance as needed.

3. Security and Safety:

- Coordinate with the security personnel to implement and enforce security protocols and procedures to ensure the safety of students, staff, and visitors.
- Work with the Security Office to monitor access control, surveillance systems, and emergency response procedures.
- Conduct regular safety inspections to identify and address potential hazards.
- Develop and implement emergency response plans, including fire drills and evacuation procedures.

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4. Food Services:

- Oversee the Cafeteria Manager for the planning, preparation, and serving of meals for students and staff.
- Manage the food services budget and ensure compliance with food safety regulations.
- Monitor the quality and quantity of food served and address any concerns.
- Coordinate with catering services for special events and functions.

5. Transportation:

- Oversee Transport Manager to manage the school's transportation system, including buses, vans, and other vehicles.
- Ensure the safety and efficiency of transportation services for students and staff.
- Coordinate with transportation providers and monitor driver performance.
- Maintain accurate records of transportation activities and ensure compliance with all relevant regulations.

6. Overseas Faculty Housing:

- Oversee the management and maintenance of housing accommodations for overseas faculty.
- Coordinate with property management companies or landlords to ensure timely repairs and maintenance.
- Address any issues or concerns raised by overseas faculty regarding their housing.

7. Inventory Control:

- Oversee the Inventory Control Coordinator in managing the school's inventory, including supplies, equipment, and assets.
- Ensure accurate inventory records and efficient inventory management processes.
- Monitor inventory levels and authorize purchases to maintain adequate stock.
- Implement inventory control procedures to minimize losses and theft.

8. Vendor Management:

- Manage relationships with external vendors and contractors, including landscaping, pest control, cleaning services, food suppliers, and transportation providers.
- Negotiate contracts and ensure compliance with service level agreements.
- Monitor vendor performance and address any issues promptly.

9. Budget Management:

- Develop and manage the operational budget for facilities, maintenance, food services, transportation, overseas faculty housing, and inventory control.
- Monitor expenses and identify cost-saving opportunities.
- Prepare regular budget reports and forecasts.

10. Staff Management:

- Recruit, hire, and train maintenance, custodial, food service, transportation, and inventory control staff.
- Evaluate staff performance and provide feedback and coaching.
- Address employee concerns and resolve conflicts.

Requirement and Qualifications:

- Bachelor's degree in Facilities Management, Engineering, or a related field.
- Minimum of 5 years of experience in facilities management, preferably in an educational setting.
- Strong understanding of building systems, including HVAC, plumbing, and electrical systems.
- Knowledge of building codes, safety regulations, and environmental compliance standards.
- Excellent organizational, problem-solving, and decision-making skills.
- Strong communication skills, both written and verbal.
- Ability to manage multiple priorities and work under pressure.
- Proficiency in computer software, including maintenance management systems and budgeting tools.
- Physical Requirements (with or without reasonable accommodation):
- Ability to work in adverse environmental conditions such as extreme heat noise and construction site related conditions.
 - Ability to lift up to 80 pounds and working loads of up to 50 pounds.
 - Ability to move furniture up and down several flights of stairs.
 - Ability to work off a ladder or elevated platform.
 - Ability to sit, stand and walk for long periods.
 - Ability to kneel and bend.

Inspired? We certainly hope so. Our team is waiting to hear from you at HR@aisdhaka.org. Send us your one-page response to the above and your CV in one tidy PDF document before **December 12, 2024**.

Mission: AISD creates an academic and social environment based on American educational principles. We challenge students from an international community to achieve their potential, become life-long learners and contribute to a changing global society.

Updated: November 2024

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