



FACILITY SERVICE COORDINATOR

NON-PROFIT HOUSING | KITCHENER, ON

Build. Explore. Influence. Shape. Support. Initiate.

Elevate your career and build stronger communities with a large non-profit housing provider in the Kitchener community.

It is rare to find a role that balances operations, facilities and development priorities with the compassion required to serve the community through a leading housing provider.

The organization is committed to developing and managing innovative and affordable housing in an environment that encourages personal and community growth.

Our client is a people-focused not-for-profit housing and property management organization that has served the Kitchener community for over thirty years, building inclusive communities. The organization has built an outstanding reputation over the last three decades for innovation and quality in the housing they provide to marginalized and vulnerable populations.

We are partnering with this organization in search of a diligent, hands-on and strategic **Facility Service Coordinator** to join the organization.

ROLE OVERVIEW:

Coordinator requests for housing maintenance and repairs, including scheduling, communication, document reporting and follow-up.

KEY FOCUS:

- Manage calls, emails, voice messages and requests for maintenance and repairs
- Use the property management system to create work orders, match invoices and create analytical reports, including analyzing differences between work orders and invoices
- Schedule vendors or property maintenance staff to complete work orders with minimal disruption to residents
- Prepare monthly financial reports for accrual submission
- Ensure invoices are submitted by vendors in coordination with the planned budgetary period



- Schedule work for unit turnover in collaboration with Resident Service Coordinator
- Schedule work for preventative maintenance plans and vendor service contracts
- Prepare communication to residents on scheduled work and major/minor renovation projects on sites
- Sort and file documents and reports pertaining to facilities (fire inspection, site reports, etc.)
- Schedule contractors and assist with administration of Capital Project completion
- Manage Vendor performance in Yardi System including timely work order completion and invoice submission.
- Ensure confidentiality of personal resident information, including any information that may be passed on to various trades, contractors and suppliers

KEY MEASURES:

Customer Service:

- Effective communication and interpersonal skills
- Create a positive resident experience through customer service, communication and promoting a sense of home and community

Organizational/Analytical:

- Record and monitor all financial information related to work orders and invoices
- Reconcile differences between invoices and work orders
- Use of property management system including data entry, reporting and analysis for monthly and weekly reporting

Proficiency:

- Assess maintenance issues, parts, vendors and time required to complete maintenance/repair
- Ability to set, prioritize and deliver to deadlines
- Build, maintain and evaluate performance
- Build and maintain service reporting in property management system
- Identify/clarify issues and analyze factors or causes contributing to the issue
- List components and activities required to control or repair the problem
- Assign and implement a plan and assess the effectiveness of your interventions



QUALIFICATIONS & SKILLSETS:

- College or university education
- Experience as a client service representative
- 2 to 5 years' experience with Facility Maintenance activities
- Experience with capital project coordination
- Demonstrated ability to handle conflict and adapt/respond to different types of personalities and situations
- Intermediate knowledge of Microsoft Office (Word, Excel, Exchange email and calendar, etc.)
- Proven ability to multi-task, prioritize, and manage time effectively
- Demonstrated proficiency and familiarity with property management systems
- Experience with financial and budgetary analysis
- Experience setting up accounts and communicating with Utility companies an asset

KEY SUCCESS FACTORS:

- Customer Service
- Integrity
- Continuous Improvement
- Respect
- Initiative
- Performance
- Communication
- Teamwork
- Drive
- Organized
- Problem Solver
- Great Interpersonal Skills

Please contact Lannie at lannie@podgroup.ca for further information – we welcome an exploratory discussion with all those that have an interest and present their resume. For additional information on our services or other open opportunities, please visit our website at www.podgroup.ca.