



Pest Control Coordinator

Department:	Facilities Management
Location:	415 Gilmour St., Suite 200, Ottawa ON K2P 2M8
Start Date:	As soon as possible
Salary:	\$48,327.00 minimum (based on experience and qualifications)
Report To:	Manager, Building Standards
Direct Reports:	N/A

Summary

The Pest Control Coordinator is responsible for carrying out and scheduling pest inspections and treatments. They perform tenant outreach to raise awareness of pest prevention measures, and proper treatment preparation. The Pest Control Coordinator works in collaboration with CCOC staff, community support services, and contractors as needed to ensure extermination efforts are effective and efficient. The Coordinator will be expected to administer the integrated pest management approach, conduct inspection visits and administer treatments either personally or with contractors.

Additionally, the Pest Control Coordinator tracks and analyzes pest control activities across CCOC's portfolio, with the objective of sustaining, and improving treatment strategies.

Key Responsibilities

Responsibilities include, but are not limited to the following:

1. Organize pest control efforts within CCOC by:
 - Coordinating and scheduling inspection and treatment appointments with the assistance of a facilities coordinator;
 - Advising tenants of preparation and prevention techniques through written and oral communication;

- Working with vulnerable populations to ensure their needs are met;
- Following up with all involved parties during the extermination process, from initial inspection to confirmed resolution;
- Keeping detailed records of all appointments and tenant communications;
- Being able to adapt quickly by cancelling or rescheduling appointments on very short notice and informing contractors and tenants of any changes;
- Liaising with contractors regarding needs required in tenants' homes, to ensure successful treatments.

2. Practices Integrative Pest Management principles by:

- Carrying out pest treatments using chemicals and other methods to eradicate pests;
- Working with all departments to ensure the prevention and resolution of pest issues;
- Keeping staff, contractors, tenants, and other stakeholders apprised of ongoing pest issues;
- Conducting inspections and investigations as needed to identify problem areas, and determine root causes for infestations;
- Developing and implementing viable containment and elimination strategies;
- Creating and maintaining statistics related to CCOC's pest control activities.

Assist with other functions in support of the Building Standards working group as needed. Perform other duties as requested by the Building Standards Manager, Director of Facilities Management, and the Executive Director.

This position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-operative and Cahdco (Centretown Affordable Housing Development Corporation).

The individual will be expected to conduct themselves in accordance with CCOC's Mission and Values, as well as the core competencies of Teamwork, DEI, Adaptability, Results-Oriented, and Service Excellence, which form an integral part of CCOC's Performance Management Program.

Education and Experience

- Secondary school diploma or equivalent
- 3 years' related work experience working with the public (essential)
- Valid Ontario exterminator's license (Structural)
- Strong Analytical and problem-solving skills
- Excellent interpersonal and communication skills

- Strong written & oral skills in English
- Highly organized and detail-oriented, with good customer service sense.
- Working knowledge of MS office (Excel, Word, Outlook)
- Valid “G” driver’s license, and insurable on corporate vehicle.

Experience and formal training combined with demonstrated performance and ability may substitute for stipulated requirements.

Additional Assets/Skills:

- Fluency in French and/or other language(s).
- Work experience in rental housing, property management, or pest control administration.
- Familiarity with property management practice.
- Work experience in a cross-cultural environment.
- Commitment to continuing education and professional development related to property management and pest control.

Supervision and Decision-Making

- The Coordinator has no supervisory duties, but may provide occasional functional guidance to other employees and coordinate peer responsibilities, including booking of appointments, arranging notices of entry, booking maintenance work.
- The position will require some amount of self-direction and judgement (works under occasional supervision).
- Ability to choose the best approach using numerous well-defined methods and established procedures in order to come to a solution is essential. This could include arranging their own calendar, making appointments and deciding on various treatments or protocols together with tenant support.
- Most foreseeable errors would have moderate detrimental impact to the work of others within the organization, including reputational loss to the company and increased customer dissatisfaction.
- Regular use of confidential information and regular access to occupied apartments.

Working Environment:

- Regular interactions with tenants, staff, and external contacts requires proficient interpersonal skill. The incumbent can expect to routinely interact with people from all walks of life, most conversations are matter a fact and routinely involve presenting factual information but some interactions with tenants and contractors

may be demanding and require tact.

- Normal office environment involving periods of moderate physical activity (constant use of computer screen, constant travel within the city on a daily basis, etc.).
- Regular field work which will involve some moderately challenging environments (confined spaces, frequent handling of medium-weight objects 10 to 25lbs, kneeling, climbing, and standing/walking for prolonged periods, exposure to disagreeable conditions). Handling prescribed chemicals.
- Some degree of physical skill and coordination required (for example; basic keyboarding and administering treatments).
- Work may be reasonably uncomfortable.
- Activities may lead to moderate stress.

Benefits

- OMERS defined benefit pension plan
- Group Insurance and Supplementary Medical Plan after three (3) months of employment
- Employee and Family Assistance Plan (EFAP)
- Paid time-off from day one
- Flexible work arrangement available

Applying to the Role

To be considered for this role, please email your resume and cover letter to hr@ccochoosing.org

All applications must include the following information in the subject line: **Pest Control Coordinator**.

Application Deadline is Friday, October 18, 2024.

We thank all applicants for their interest in the role, however, only those selected for an interview will be contacted. If contacted for an interview, please inform us if you require accommodation.

In the spirit of the Human Rights Code, we ask that resumes do not include personal data including, but not limited to age, health, marital and family status.

As an employer committed to the principles of employment equity, we encourage applications from all persons including Black, Indigenous and People of Colour, persons with disabilities, and persons of all sexual orientations and gender identities. We are committed to providing an inclusive and barrier free experience to applicants with accessibility needs in accordance with the Ontario Human Rights Code (2015) and the Accessibility for Ontarians with Disabilities Act (AODA).

For candidates with disabilities requiring an accommodation, you may contact [hiring@ccochoosing.org](mailto: hiring@ccochoosing.org)