



Customer Service Coordinator

Department:	Facilities
Location:	415 Gilmour St., Suite 200, Ottawa ON K2P 2M8
Employment Type:	Permanent Full-Time
Start Date:	As soon as possible
Salary:	\$47,200.00 minimum (based on experience and qualifications)
Reports to:	Facilities Manager
Direct Reports:	N/A

About Centretown Citizens Ottawa Corporation (CCOC)

CCOC is a community-based, tenant and member-directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate-income people. We value diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability.

For more information, visit: www.ccochousing.org

Position Summary

The Customer Service Coordinator works as part of a team to provide tenant service, perform front desk reception duties, support key operations for multiple departments and contribute to the good functioning of the office.

Responsibilities

Responsibilities include, but are not limited to the following:

1. Provide tenant service and performs front desk reception duties by:

- Developing and maintaining positive relationships with tenants;
- Greeting and assisting walk-in traffic, answering phones (main line and contractor line) and 4 principal e-mail accounts;
- Receiving, logging and responding to majority of tenant service requests;
- Giving out rental information, including information specific to affordable housing; providing information regarding the Registry and subsidized housing;
- Receiving rents and rent deposits and issuing receipts;
- Cutting keys, processing key payments and managing key returns;
- Managing the booking of meeting rooms; preparing meeting room rental packages, managing key distribution, deposits and payments;
- Listening to grievances and responding to complaints; referring inquiries to appropriate staff as needed;
- Upholding CCOC's customer service standards for acknowledging and responding to messages in a timely manner;
- Collecting rent cheques from tenants and enter into Yardi;
- Receive tenant subsidy applications and advise the tenants of any discrepancies.

2. Provide support to other departments by:

- Initiating work orders and purchase orders, scheduling staff or contractors to do the work and keeping track to ensure work is completed in a timely way; receiving purchase orders and initiating notices of entry as needed;
- Referring complex and/or ongoing service requests to appropriate staff within Facilities Management Department and working with staff to ensure follow up;
- Facilitating communication and coordinating between staff, contractors and tenants on an ongoing basis;
- Managing guest parking, providing support to the Rental Department in the management of parking by tenants/applicants; receiving parking payments and issuing parking refunds;
- Receiving and verifying documentation from tenants;

- Managing bike parking agreements and maintaining accurate records of active bike parking permits;
- Responding to emergencies by dispatching staff or contacting appropriate agency;
- Recording pertinent information for reference;
- Working directly with tenants and other departments to help maintain a high quality of life and sense of community.

3. Contribute to good general functioning of the office workplace by:

- Performing beginning and end of day tasks to secure the office;
- Keeping the main reception area of the office clean and tidy;
- Managing the mail out functions, courier pickup and delivery; opening and distributing mail to appropriate department on a daily basis.

Perform other duties as requested by the Facilities Manager, the Director of Facilities Management, or the Executive Director.

This position supports the work of Centretown Citizens Ottawa Corporation 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 of related work experience
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements
- Intermediate ability to use Microsoft Office Suite
- Advanced verbal and written communication in English
- Advanced verbal and written communication in French
- Knowledge of Yardi Voyager is considered an asset

Supervision and Decision-Making

- Considerable decision-making applied to the performance of tasks. Processes are supported by numerous, well-defined methods and established procedures
- Provides regular guidance to other employees and has peer coordinating responsibilities
- Works under occasional supervision and chooses the best approach to come to a solution. Methods and procedures are numerous
- Moderate impact if errors are made
- Regular use of confidential information

Working Environment

- Interaction with internal colleagues involves receiving and settling transactions, and coordinating activities of other employees involved in doing similar work
- Interactions with external colleagues involves dealing with reasonably demanding interpersonal situations
- Moderate intensity of sensory effort is required, like constant use of computer screen
- Periods of moderate physical effort required (for example, constant use of computer screen)
- Some degree of physical skill and coordination required (for example; basic keyboarding)
- Occasional lifting of up to 25 pounds
- Comfortable physical work environment – office setting
- The incumbent may be exposed to a considerable amounts of stress

Benefits

- OMERS defined benefit pension plan.
- Employee and Family Assistance Plan (EFAP).
- Generous time-off from day one.
- Group Insurance and Supplementary Medical Plan (dental/eyewear) after three (3) months of employment.
- Hybrid and flexible work arrangement available

Applying to the Role

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

All applications must include the following information in the subject line: **Customer Service Coordinator**.

This position will be posted until filled.

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).

CCOC Maintains a COVID vaccination policy for employees. Exemptions are available based on either a protected ground under the Human Rights Code, or a documented medical reason.

For candidates with disabilities requiring an accommodation, you may contact hiring@ccochousing.org