



Facilities Coordinator

Department: **Facilities Management**

Location: **415 Gilmour St., Suite 200, Ottawa ON K2P 2M8**

Start Date: **As soon as possible**

Employment Type: **Term, Full-Time (approx. 12-Month Contract), with possibility of permanent full-time position after that**

Salary: **\$47,200.00 – \$70,800, with a current hiring range of \$47,200 – \$59,000 (salary is based on experience and qualifications)**

Reports To: **Facilities Manager**

Direct Report(s): **N/A**

Vacancy status: **Fill a vacancy**

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.ccohousing.org

Position Summary

The Facilities Coordinator works as part of the Facilities Management team with responsibility for aspects related to customer service, pest control, and fire safety.

Facilities coordinators assist the Department Head with the coordination and implementation of business projects for the department and its teams. The secondary responsibility, on an as needed basis, is operational support to the Departmental Managers, Operations Coordinators, and ad hoc support of the service desk.

The Facilities Coordinator, alongside other coordinators within the department, as directed, provides customer service on behalf of the Facilities Management department. Additionally, the Facilities Coordinator coordinates the completion of work with other departments, schedules and manages facility related services of CCOC properties, and ensures CCOC properties contribute to a high quality of life, habitability and satisfaction for tenants.

Key Responsibilities

Responsibilities include, but are not limited to the following:

1. Deliver ongoing customer service and organize and coordinate all pest control and fire safety activities, including related communications (such as emails, notices, voicemails, calls):
 - Responding to tenant complaints by providing written documentation on the specific complaint, actions taken, advising tenants of next steps and positive steps taken to involve relevant parties (warm handover);
 - Advising and notifying tenants as needed by preparing routine correspondence and memos (such as letters and notices) in response to tenant relations (on case-by-case basis), notices of entry for pest control and fire safety, fire alarm testing, project communications and advisories of service shutdowns, and a variety of other communications;
 - Creating and posting work orders (including requests for service) along with creating purchase orders with other coordinators;
 - Scheduling and coordinating contractors and employees to ensure work is completed in a timely manner;
 - Has shared responsibility with other coordinators within the department for the contractor phone line;
 - Processing invoices to appropriate accounts, recording pertinent information for reference, and forwarding to the appropriate approval authority, ensuring compliance with contractor policies;
 - Assisting the Department Head and Facilities Manager with archiving close-out documents and Department manuals jointly with other coordinators within the department as directed.

2. With other coordinators jointly assist the Facilities Manager and Department Head by:

- Preparing reports, maintenance histories and investigating issues as requested jointly with other coordinators within the department as directed;
- Tracking, collating, and highlighting data and trends for review so CCOC can improve operating procedures and workflows jointly with other coordinators within the department as directed;
- Creation and upkeep of reports related to fire safety and pest control;
- Pulling and manipulating data from systems (such as Yardi) for the creation of reports for the Facilities Manager and Department Head, KPI's;
- Working with management and departmental coordinators towards the development and implementation of a Department Head's dashboard;
- Occasional support of Facilities Operations to ensure service levels and ad hoc support to the Facilities Manager

Performs other duties as requested by the Department Head, Managers or supervisors within the department, 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 DEI, Service Excellence, Teamwork, Results-Oriented and Adaptability, which form an integral part of CCOC's Performance Management Program.

Education and Experience

- 2 years of post-secondary education
- 5 years of related work experience
- Experience and formal training combined with demonstrated performance may substitute for stipulated requirements
- Intermediate ability to use Microsoft Office Suite
- Knowledge of Yardi Voyager is considered an asset
- Advanced verbal and written communication in English
- Intermediate verbal and written communication in French, other languages are considered an asset

Supervision and Decision-Making

- Considerable decision-making applies to the performance of day-to-day task, some tasks may involve manipulation of several moderately complicated variables. Departmental processes are supported by numerous, well-defined methods and procedures.
- Responsible for regularly assigning, checking and maintaining work flow of other employees and contractors to facilitate the timely completion of tasks for pest control, fire safety, and other projects as directed by the Department Head. The incumbent recommends operational efficiencies to procedures or proposes changes to policies for approval by management.
- Works under general direction from management, supported by existing processes. The incumbent must be able to think independently to come to solutions.
- Moderate impact to the organization and people (tenants, contractors, peers) if errors are made.
- Regular use of an access to confidential information of tenants and units through communications (phone, email, letters, etc.) and data entry systems (such as Yardi).

Working Environment

- Interaction with internal colleagues involves presenting reports and recommendations, coordinating activities of other employee involved in doing similar work
- Interaction with external contacts involves dealing with extremely demanding interpersonal situations
- Normal office environment; periods of light physical activity (for example; intermittent sitting, standing or reading)
- Some degree of physical skill and coordination required (for example; basic key boarding)
- Regular office working environment.
- The incumbent may be exposed to a considerable amount of stress
- CCOC has a hybrid work policy, however the department is required to provide coverage and minimum staffing levels to suit operational requirements that require some flexibility

Benefits

- OMERS defined benefit pension plan
- Group Insurance and Supplementary Medical Plan (dental/eyewear) after three (3) months of employment
- Employee and Family Assistance Plan (EFAP)
- Paid time-off from day one
- 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: **CCOC – Facilities 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