



## Operations Coordinator

CCOC is looking for a team player who will provide customer service and administrative support in our expanding Facilities Management department.

**About us:** Centretown Citizens Ottawa Corporation 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 are a progressive employer of choice that values diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability in all that we do.

**Are you the right fit for our team?** Our ideal candidate is proficient in English/French and a friendly and energetic multi-tasker who enjoys a fast-paced workday. Experience in property management is a strong asset. The ideal person will develop with the department as it enters an exciting period of development.

**Position type:** Regular full-time.

**Note:** the first 6-months will cover a parental leave in our Operations unit which will provide comprehensive training and development in the operation of the department, building systems and develop a knowledge of the portfolio as a whole. Thereafter the Coordinator will support Capital Projects, Building Standards and the Facilities Director (see Section 4. for a provisional list of duties).

**Compensation:** Starting wage between \$47,380 and \$55,603, based on experience and qualifications. Compensation is based on a 35-hour work week.

**Benefits:** OMERS defined benefits pension plan; Employee and Family Assistance Plan (EFAP); and generous time-off from day one. Group Insurance and Supplementary Medical Plan (dental/eyewear) after six (6) months of employment.

**Application deadline:** March 18, 2022 at 9:00am.

**How to apply:** Forward **resume** and **cover letter** by email to [hire@ccochoosing.org](mailto:hire@ccochoosing.org).

It is CCOC's goal to be an inclusive organization and we are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. We, therefore, actively seek to recruit candidates who are Indigenous, Black, Persons of Colour (IBPoC), persons from the LGBTQIA2+ community, persons with disabilities and women. Preference will be given to candidates with skills in additional languages, and candidates with personal or professional experience with marginalized communities.

While we appreciate all applications, only those selected for an interview will be contacted. **If you require accommodation during the interview process, please advise us when initially contacted.**

# Operations Coordinator

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**Reports To:** Operations Manager and Facilities Management Director

**Department:** Facilities Management

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## Summary

Operations Coordinators work as part of a team with responsibility for all aspects related to facilities management for tenants. The Coordinators organize ongoing customer service on behalf of the Facilities Management department. Additionally, they coordinate efforts with other departments, schedule and manage maintenance services our properties, and ensure CCOC properties contribute to a high quality of life, liveability and tenant satisfaction.

## Responsibilities (this is not an exhaustive list)

1. Organize ongoing customer service on behalf of the Facilities Department and coordinate efforts with other departments by:
  - Following up on maintenance requests from all departments and tenants, and initiating notices of entry as required
  - Initiating work orders and purchase orders
  - Scheduling staff or contractors to perform the work and keep track to ensure the completion of work in a timely manner
  - Assisting the Tenant and Community Engagement Department in tenant communications, greening and tenant engagement programs (signage, composting, volunteer/community garden landscaping etc.)
  - Responding to complaints from tenants and providing written documentation on complaints and action taken
  - Acting as the primary backup to support the service desk
  
2. Schedule and manage maintenance services at assigned properties by,
  - Regularly be on-site at buildings to observe building conditions, meet with tenants and check on contractor work.
  - Recording and allocating work orders to appropriate accounts, ensuring work is completed and scheduling follow-up as needed
  - Processing invoices, assigning to appropriate accounts, recording pertinent information for reference, and forwarding to the Manager or Director
  - Establishing and maintaining a comprehensive building and unit maintenance history
  - Managing all bike parking facilities, ensuring they remain tidy, safe and usable

- Preparing chargebacks to tenants, managing appeals and coordinating with Rent Collection Officers to follow through
- Coordinating accessibility accommodations for tenants
- Advising and notifying tenants as needed by preparing notices of entry, fire alarm testing, and service shutdowns
- Assisting the Manager with redecorating requests
- Assisting the Manager to maintain and execute a preventative maintenance schedule
- Assisting in documenting and preparing records to resolve problems and take legal action as required with LTB

3. Assist the Facilities Management Director by:

- Taking minutes of the Facilities Management Committee meeting (on rotation)
- Preparing reports, maintenance histories and investigating issues as requested
- Analyzing and investigating trends, improved operating procedures and workflows

4. Provisional statement of duties of Facilities Coordinator (anticipated) role:

- Continue to support operations and provide cover in accordance with duties identified above when required
- Following up on requests from tenants and from other departments relating to Operations, Building Standards, Capital Projects and initiating notices of entry as required
- Coordinating project communications including building notices, advisories and ensuring that an appropriate communication strategy is actioned for larger projects in tandem with Tenant and Community engagement
- Responding to complaints from tenants and other stakeholders and providing written documentation on complaints and action taken
- Scheduling staff or contractors for Building Standards and Capital Projects and supporting pest control
- Processing work orders and purchase orders, for operations and as necessary capital projects
- Archiving close-out documents and Department manuals
- Establishing and maintaining a comprehensive building and unit maintenance and capital replacement history
- Preparing chargebacks to tenants, managing appeals and coordinating with Rent Collection Officers to follow through
- Preparing package and taking minutes of the Facilities Management Committee meeting

- Monitoring Capital project reports, Building Standards reports and progress (KPI reporting)
- Producing monthly KPI reporting for the committee and the Director
- Coordinating unit entries, particularly during in suite projects and programs by providing notices and scheduling staff or casual resources
- Acting as the primary backup to support Operations Coordinators and secondary backup to the service desk

5. Performs other duties as requested by the Operations Manager, Director of Facilities or 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).

### **Education and Experience**

- Secondary school diploma or equivalent
- 5 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
- Knowledge of Yardi Voyager is considered an asset
- Advanced verbal and written communication in English
- Intermediate verbal and written communication in French
- Experience in property management is considered a strong asset