
Building Services Coordinator - Job Description

General job information

Division:	Operations	Job Number:	OP-09
Job Title:	Building Services Coordinator		
Department:	Building Services	Reports to:	Facilities Services Manager
Supervisory:	No	Pay Grade/Band:	AG8

Job Summary

The Building Services Coordinator provides administrative and clerical support to the Building Services Department by acquiring goods and services through approved purchase procedures including quotations, standing agreements, pre-approved contractor lists, maintenance service requisitions and purchase orders. Taking direction from the Facilities Services Manager, this position coordinates the daily scheduling of work orders for PHC maintenance staff, Technical Services Coordinator, contractors completing on-demand repairs and custodial staff.

Main Responsibilities

Actively support, promote, and assist in implementing Peterborough Housing Corporation's (PHC) mission to provide and maintain quality, affordable housing in a safe, healthy, and secure community environment.

Process Work Orders and Planned Maintenance Program:

- Processes work orders submitted by tenants and PHC staff through email and telephone.
- Issue and track work orders issued to staff and/or contractors and vendors to complete repairs on timely basis using daily scheduling techniques and/or contractor rotation list.
- Ensure adherence to PHC's key control system including inventory of locks, lock changes and key cutting.
- Follow all necessary health and safety requirements to ensure safety of self and others.
- Maintain a bring forward system for the preventative maintenance program for all PHC properties. components.

- Generate checklists for staff and contractors to perform maintenance checks such as fire alarm/life safety systems, smoke alarms, unit inspections.
- Issue work orders for completion of planned maintenance from approved vendor list.
- Collect and retain quotes for on demand repairs from approved vendor list in accordance with PHC procurement directive.
- Track and order of all maintenance supplies.
- Handle notices from Utilities re: hydro cut off-sending letters/contacting PUC/arranging for installation of battery smoke alarms as required, in co-ordination with the Facilities Services Manager.

Data storage and retrieval:

- Key data into various databases to update financial and building information and provide reliable and accurate information.
- Assist in updating asset management information in current software.
- Assist in ensuring all building capital upgrades are reflected in property records.
- Maintain current and accurate electronic documents for staff and Managers information/review including but not limited to preventative maintenance checklists, fire safety documentation..
- Maintain inventory of maintenance and custodial supplies in required databases.
- Obtain and retain monthly records from custodial staff re fire safety and building equipment checks/winter maintenance log.
- Maintain digital storage of planned maintenance records including but not limited to-annual smoke alarm testing/furnace cleaning/elevator service/annual back-flow preventer. testing/storm sceptor inspections/fire alarm and sprinkler system testing, etc.
- Maintain existing vendor files, including ensuring current WSIB and insurance info for all vendors is on file prior to issuing a work order to a vendor.
- Support the updating and maintenance of the corporations approved vendor listing for all demand maintenance, materials and repair services.

Provide Administrative support:

- Receive invoices from suppliers and contractors, confirm work was completed and complete the appropriate payment processing step in the approved database in accordance with PHC Directives and Standard Operating Procedures.
 - Prepare and retain electronic correspondence and reports as required by the Facilities Services Manager.
 - Compose routine memos or letters to residents and contractors as required by the
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Facilities Services Manager, including but not limited to onsite access for planned maintenance (smoke alarm testing, furnace maintenance, etc.).

- Provide administrative support to the Facilities Services Manager.
- Participate in departmental staff meetings, record minutes for these meetings.
- Log and control use of all Maintenance Service Requisitions and Purchase Orders.
- Other duties as assigned.

Required Qualifications

1. Knowledge

- Minimum 1-year College Diploma in Office / Business Administration or a Trades related field.
- Knowledge of Housing Services Act and related regulations.
- Basic knowledge of Residential Tenancies Act, Occupational Health & Safety Act, and WSIB requirements.
- Knowledge of the Building Code and Occupational Health & Safety Act of Ontario.
- Understanding of preventative maintenance, municipal by-laws, and various trades/contract administrations.
- Knowledge of residential building and construction requirements.
- Knowledge of trades such as plumbing, electrical and carpentry to ensure appropriate repairs are undertaken.
- Proficient in the use of networked PCs and Windows based software and applications including Microsoft Office Suite.
- Proficient in the use of all inputting/updating data in data management software programs.
- Accurate keyboarding skills with the ability to key large volumes of data into various computer systems quickly and accurately and the ability to learn new applications.

2. Experience

- Minimum 1-2 years' experience in a role that demonstrates the command of the skill factors required to perform the role.
- Previous related administrative experience.
- Good analytical and mathematical skills.
- Excellent communication and interpersonal skills to deal effectively with residents, housing providers, community partners and other staff members, experience working with a variety of people from diverse ethnic, age and income groups.

- Demonstrated initiative in responding to challenging situations and must be able to organize, prioritize and manage a heavy and constant workload.

3. Judgment

- Ability to analysis, research, and identify the maintenance problems to determine best course of action and coordinate appropriate contractors.
- Ability to work with diverse group of tenants and personalities, remaining patient and calm during potential hostile interactions.
- Work independently to solve daily problems with minimal supervisor consultation.
- Maintain open communication with supervisor for any potential assistance.
- Ability to discretely handle confidential information.

4. Concentration

- Sitting at computer workstation.
- Frequent telephone calls and interruptions.
- Ability to input data and notes accurately into Data Management Systems in an efficient manner.

5. Physical Activity

- Frequent sitting.
- Majority of day spent at workstation.

6. Dexterity

- Eye-hand coordination.
- Coordination and agility while performing duties.
- Frequent typing and sitting at computer workstation.

7. Accountability

- First point of contact for tenants and their maintenance request, must act accordingly to help remedy the situation before further damage/expense or injury occurs.
- Properly follow the *Freedom of Protection and Right to Privacy Act* in order to maintain the confidentiality of our tenants and protect the integrity of Peterborough Housing Corporation's image.
- Mishandling of information could result in significant loss of PHC's rent revenue or, vacancy loss and delays in occupying vacant units.

8. Safety of Others

- Some responsibility for ensuring the safety of others, including communal workspace is maintained in a safe manner.

- Help to ensure safety of tenants, visitors of buildings and staff at buildings by ordering the supply needed by staff to safely maintain the building (e.g., supplies for winter site maintenance).
- Report any hazards that you identify to appropriate staff/agencies so that they can be addressed appropriately.
- Complete any action items within position scope that come from JH&S Inspection Reports.

9. Leadership of Others

- No direct supervision of individuals, but relied upon to provide support to individuals to efficiently perform their job duties.
- Lead coordination of trades/staff when needed.
- Schedule and coordinate work with custodians, repair people and contractors when working to remedy a maintenance request.

10. Contacts

- Internally exchanges information with staff/colleagues.
- Externally exchanges information with tenants, contractors and third-party vendors.

11. Environmental Hazards

- Regular office environment interruptions and noise.

Working Conditions

The standard work schedule for this position is 35 hours per week, with core hours between 8:30 a.m. and 4:30 p.m., Monday through Friday. This role is primarily based in a climate-controlled office environment. On occasion, with adequate notice, there may be requests to work outside the standard work schedule. The position involves prolonged periods of visual and mental focus, requiring sustained concentration.

Confidentiality

All employees are required to sign and abide by Employee Confidentiality and Code of Conduct and Ethics Values.

Accommodation

Accommodation requests will be reviewed on an individual basis in compliance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and any other Federal or Provincial legislation.

Disclaimer

The statements contained in this job description reflect the general details necessary to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.