



Are you a friendly and energetic multi-tasker who enjoys a fast-paced workday? Do you want to contribute to a social-justice oriented non-profit that works hard every day to make the world a better place?

CCOC is looking for a bilingual (English-French) team player who will provide customer service in our Facilities Management department. Experience in property management is considered an asset.

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.

Compensation: Starting wage between \$45,340 and \$53,209, based on experience and qualifications. Maximum compensation for this position is \$61,078.

Application deadline: 3:00 pm Monday, April 12, 2021

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 LGBTQ2+ 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.

Forward resume and cover letter by email to [hiring@cchohousing.org](mailto: hiring@cchohousing.org). Your cover letter should specifically address how you meet the education, experience, competencies and skills listed in this job description. While we appreciate all applications, only those selected for an interview will be contacted.

The anticipated start date for this position is May 3rd, 2021. Interviews will be held the week of April 12th. Due to the COVID-19 pandemic, all interviews will be held via videoconference.

If you require accommodation during the interview process, please advise us when initially contacted.

This is a 16-month term parental leave replacement opportunity.

Operations Coordinator

Reports To: Operations Manager
Department: Facilities Management

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 at assigned 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
- Preparing reports, maintenance histories and investigating issues as requested
- Analyzing and investigating trends, improved operating procedures and workflows

4. 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

Supervision and Decision-Making

- Considerable decision-making applies to the performance of task, some tasks may involve manipulation of several moderately complicated variables. Processes are supported by numerous, well-defined methods and procedures
- Responsible for regularly assigning, checking and maintaining work flow of other employees or contractors.
- Works under general direction, must be able to think independently to come to solutions. Methods and procedures are not well established
- Regular use of confidential information and occasional access to occupied apartments

Working Environment

- Interaction with internal colleagues involves presenting reports and recommendations, receiving and settling transactions, and coordinating activities of other employees involved in doing similar work
- Interaction with external contacts involves dealing with reasonably demanding interpersonal situations
- Normal office environment; periods of light physical activity are required(for example, intermittent sitting, standing or reading)
- Some degree of physical skill and coordination required (for example; basic keyboarding)
- Comfortable physical working environment
- The incumbent may be exposed to moderate stress