



We're looking for a Pest Control Coordinator to help maintain the quality of our buildings and ensure healthy and hygienic homes for our tenants for a 16-month term.

CCOC has recently taken our pest control service in-house and we need a candidate to help us make it as efficient and effective as possible. As part of a 2-person team, the candidate will be responsible for the administrative work of scheduling pest inspections and treatments, analyzing statistics related to pest activity across CCOC's portfolio, and working closely with our tenants to ensure we are meeting their needs. In addition, the candidate will apply extermination treatments for common residential pests.

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.

Are you the right fit for our team? Our ideal candidate has at least 3 years of related work experience and a G class license. Strong preference will be given to candidates who have a valid Ontario exterminator's license (structural exterminations), or who are able to obtain one within two months. CCOC will work with the right candidate to get them trained and licensed if required. Experience in affordable housing is also considered an asset.

Does this sound like you? Apply to be our next Pest Control Coordinator today! CCOC is a progressive employer of choice that values diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability in all that we do.

Compensation: Starting wage between \$45,340 and \$53,209. Maximum compensation for this position is \$61,078 per year.

Application deadline: 3:00 pm May 7, 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.

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

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

Pest Control Coordinator

Reports To: Building Standards Manager
Department: Facilities Management Department

Summary: The Pest Control Coordinator is responsible for scheduling pest inspections and treatments. They perform tenant outreach to raise awareness of pest prevention measures, and proper treatment preparation. The Pest Control Coordinator works in collaboration with CCOC staff, community support services, and contractors as needed to ensure extermination efforts are effective and efficient. The Coordinator will be expected to administer the integrated pest management approach, conduct inspection visits and where appropriate administer treatments either personally or with contractors.

Additionally, the Pest Control Coordinator tracks & analyzes pest control activities across CCOC's portfolio, with the objective of sustaining, and improving, treatment strategies.

Responsibilities (this is not an exhaustive list):

1. Organizes pest control efforts within CCOC by:
 - Coordinating & scheduling inspection and treatment appointments;
 - Advising tenants of preparation and prevention techniques through written and oral communication;
 - Working with vulnerable populations to ensure their needs are met;

- Following up with all involved parties during the extermination process, from initial inspection to confirmed resolution;
- Keeping detailed records of all appointments and tenant communications;
- Ability to adapt quickly by cancelling or rescheduling appointments on very short notice and informing contractors and tenants of any changes;
- Liaising with contractors regarding needs required in tenants' homes, to ensure successful treatments.

2. Practices Integrative Pest Management principles by:

- Working with all departments to ensure the prevention and resolution of pest issues;
- Keeping staff, contractors, tenants, and other stakeholders apprised of ongoing pest issues;
- Conducting inspections and investigations as needed to identify problem areas, and determine root causes for infestations;
- Working with exterminators to develop and implement viable containment & elimination strategies;
- Creating and maintaining statistics related to CCOC's pest control activities.

Assists with other functions in support of the Building Standards working group as needed. Performs other duties as requested by the Building Standards Manager, Director of Facilities Management, and 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
- 3 years' related work experience working with the public (essential)
- Valid Ontario exterminator's license (Structural)
- Strong Analytical and problem-solving skills

- Excellent interpersonal and communication skills
- Strong written & oral skills in English
- Highly organized and detail-oriented, with good customer service sense.
- Working knowledge of MS office (Excel, Word, Outlook)
- Valid “G” driver’s license, and insurable on corporate vehicle.

Experience and formal training combined with demonstrated performance and ability may substitute for stipulated requirements

Additional Assets/Skills:

- Fluency in French and/or other language(s).
- Work experience in rental housing, property management, or pest control administration.
- Familiarity with property management practice.
- Work experience in a cross-cultural environment.
- Commitment to continuing education and professional development related to property management and pest control.

Supervision and Decision-Making

- The Coordinator has no supervisory duties, but may provide occasional functional guidance to other employees and has coordinate peer responsibilities, including booking of appointments, arranging notices of entry, booking maintenance work
- The position will require some amount of self-direction and judgement (works under occasional supervision). Ability to choose the best approach using numerous well-defined methods and established procedures in order to come to a solution is essential. This could include arranging their own calendar, making appointments and deciding on various treatments or protocols together with tenant support.
- Most foreseeable errors would have moderate detrimental impact to the work of others within the organization, including reputational loss to the company and increased customer dissatisfaction.

- Regular use of confidential information and regular access to occupied apartments.

Working Environment:

- Regular interactions with tenants, staff, and external contacts requires proficient interpersonal skill. The incumbent can expect to routinely interact with people from all walks of life, most conversations are matter a fact and routinely involve presenting factual information but some interactions with tenants and contractors may be demanding and require tact.
- Normal office environment involving periods of moderate physical activity (constant use of computer screen, constant travel within the city on a daily basis, etc.). Regular field work which will involve some moderately challenging environments (confined spaces, frequent handling of medium-weight objects 10 to 25lbs, kneeling, climbing, and standing/walking for prolonged periods, exposure to disagreeable conditions).
- Some degree of physical skill and coordination required (for example; basic keyboarding and administering treatments).
- Work may be reasonably uncomfortable. Activities may lead to moderate stress.