



We're looking for two Pest Control Coordinators to help manage our innovative in house Integrated Pest Management Service. You'll be maintaining the quality of our buildings and ensuring healthy and hygienic homes for our tenants.

CCOC has recently taken a radically different approach to Integrated Pest Management including internalizing our pest control service. We need two candidates to help us make it as efficient and effective as possible.

The candidates 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 candidates will apply extermination treatments for common residential pests.

What makes this position so different?

- A holistic approach to integrated pest management, including root cause analysis and treatment
- Our commitment to using advanced techniques and materials as well as providing the opportunity for continuous skill updating
- A mix of in office and in unit work
- Absolutely no sales required
- A "do it right, not quick" approach, with no impossible "splash and dash" scheduling
- A commitment to support our technicians and our tenants, including with prep issues
- An organization that believes in developing its staff and invests in their future
- A public sector pension (OMERS) unrivalled in the private sector
- Health, dental, and eyewear benefits (after qualifying period)

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. CCOC aims to be part of the greater community, not just a landlord.

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). Experience in affordable housing is also considered an asset.

You're the type of person who takes satisfaction in knowing that you help improve the quality of people's lives and your desire is to have the best pest control record in our industry.

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.

Benefits: Extended health care, dental and eyewear, OMERS pension.

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 and recruit candidates who are Indigenous, Black, Persons of Colour (IBPoC), persons from the LGBTQ2+ community, persons with disabilities and women.

Skills in additional languages and personal or professional experience with marginalized communities will be considered an asset

Forward resume and cover letter by email to hring@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.

We are currently hiring for two full-time permanent positions. The job posting will remain up until we have filled both of the open positions.

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.