

Operations Department

Title: Maintenance Coordinator
Classification: Full-Time, Exempt
Department: Operations
Reports to: Director of Operations

Summary of Responsibilities:

The Maintenance Coordinator is charged with maintaining the integrity of company owned and managed property by controlling operational expenses in such areas as building cleaning and maintenance, security, trash removal and landscaping/snow removal. The Maintenance Coordinator is responsible for supervising employee maintenance personnel, and non-employee sub-contractors in conjunction with the Director of Operations.

Essential Functions:

Asset Improvement (in conjunction with Director of Operations)
Continually strive to improve the value of the managed assets.

1. Maintenance/Repairs: Coordination and planning of maintenance activities by handling all Maintenance Request and Tenant Concerns with Prior Lease Review
2. Information Technology: Must be proficient in Excel, PowerPoint, have strong working experience with all other Microsoft Office programs as well as Appfolio
3. Cleaning: daily supervision of interior and exterior cleaning of all properties.
4. Grounds/Landscaping: coordination and supervision of lawn care, snow removal, parking lots, etc., including bidding, contracting and follow through.
5. Project Management: obtain bids from and supervise contractual work for outside contractor services in conjunction with the Director of Operations
6. Budgeting: Meet with the Director of Operations to develop building improvement areas for future budget discussions as well as accomplishing daily building upgrades

General Management

Maintain a detailed general awareness about all tenants and the properties. Manage Quarterly and Annual Preventative Maintenance

1. Staff Management: Help promote a strong motivational environment for maintenance employees, janitors, and contractors to continually increase productivity.
2. Communications Expert: daily verbal and/or written correspondence with Director of Operations, maintenance staff, and tenants is required.
3. Time Management/Goal Setting: in conjunction with the Director of Operations, efficiently plan and coordinate scheduled work for maintenance staff, outside contractors and self while keeping company goals and objectives in mind.
4. Vacant Readiness Management and Coordination

5. Move-in and Move-Out Walk Through Inspections
6. Manage Keys/Locks and Maintenance Inventory including ordering Supplies/Paper Products
7. Accounting Support for Maintenance Professionals
8. Order/Coordinate Signage (Monument and Individual Signs)
9. Manage/Update Building Asset Overviews
10. Utility Mapping and Inventory
11. Maintenance Professional's Annual Reviews

Financial Control

Must always be profit motivated and thereby monitor all phases of fiscal operations within the Operations Department

1. Budgeting: annual budget preparation is essential. Obtaining bids and estimates during the preparation process is required.
2. Cost Controls: continually monitor purchasing of building services and supplies, and approve invoices for payment.

Diplomatic Relations

Maintain constant diplomacy when dealing with prospects, existing tenants, governmental officials, etc.

1. Problem Solving: mediate and delegate as necessary to provide solutions that fit within the company's goals and objectives and provide quality service to the customer.
2. Community Involvement: attend functions and volunteer for social and political functions that promote the company's name.
3. Tenant Public Relations: always keep the tenants first.
4. Tenant notification and scheduling for Building Inspections, events, tours, etc.

Other Functions:

1. Special projects or other duties as may be assigned.

Certificates, Licenses, Registrations:

Maintain a valid Driver's License.

Education, Experience, and Skills Required:

1. Minimum three (3) years prior property management experience.

2. Bachelor's degree in business administration/marketing or equivalent work experience from an accredited institution.
3. At least three (3) years experience supervising and managing personnel
4. Well-developed interpersonal skills. Ability to get along well with diverse personalities, tactful, mature and flexible.
5. Ability to operate independently and "self manage" projects.
6. Sound administrative skills. Well developed management skills
7. Strong analytical and reasoning abilities
8. "Coaching" management style advocates team concept.
9. High energy level, comfortable performing multifaceted projects in conjunction with normal activities.
10. Excellent written and verbal communication skills.
11. Desire to achieve higher educational or professional skill levels

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, and talk and hear. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and an ability to adjust focus.

Working Conditions:

1. Occasional same day travel for meetings, or to attend seminars.
2. Office hours 7:00 a.m. – 4:00 p.m.
3. Provide own vehicle transportation to various with mileage reimbursement

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. There is no exposure or very limited exposure to physical risk.

Safety Hazards of the Job:

1. Minimal hazards. General office working conditions.

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

BEI provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Approved by:

Dan Stellato

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