

Maintenance Coordinator Position:

Columbia Property Management is searching for a maintenance coordinator. The maintenance coordinator is the primary contact person for all work orders related to the maintenance and repair for rental units managed by Columbia Property Management. The position requires someone who is detail oriented, enjoys working with people, and able to solve difficult problems in an efficient and timely manner. This person will need to have appropriate knowledge and skills to respond to inquiries from clients, customers, vendors, and team members. The maintenance coordinator must be accountable for managing maintenance tasks from start to completion and expected to report the progress of project activities to clients, customers, members of the team, and the broker in charge when necessary.

Specific duties include: To process all work orders submitted to CPM via telephone, in-person tenant requests, online requests via the tenant portal, vendor requests, owner requests, HOA violations, insurance inspections, residential permit violations, CPM inspections reports, OPI inspections, etc.

The maintenance coordinator is responsible along with the turnover maintenance coordinator and the broker in charge for coordinating an office response necessary in the case of a weather-related or other catastrophic event that may affect the entire CPM property inventory.

For large projects and insurance claims, the maintenance coordinator should request assistance and advice from the broker in charge about how to handle.

When appropriate, the maintenance coordinator is responsible for communicating the status of certain work orders such as events that may affect more than one unit such as fires, floods, break-ins, etc or other broad maintenance issues with other CPM staff members.

For every work order submitted, the maintenance coordinator must look up the history of work orders for that particular property, verify owner preferences for vendor selection, verify financial limits specified by the owner, communicate with the tenant and vendor selected to solve the problem with a timetable and estimated cost to complete the job.

The maintenance coordinator will utilize problem solving techniques to work through maintenance issues with tenants, owners and vendors when making decisions on handling maintenance.

The maintenance coordinator is responsible for seeking out qualified vendors to perform work for CPM and must supervise contractor jobs to meet owner requirements.

The maintenance coordinator is responsible for making sure a job has been properly completed before a bill is submitted for payment. This includes reviewing invoices, inspecting work performed when necessary and making sure keys are returned before payment.

The maintenance coordinator should always check the available bank balance to verify that there are enough funds to complete a work order. If there are not enough funds in the account to complete a work order, then the maintenance coordinator should request funds from the owner or discuss with the broker in charge or work with the property bookkeeper to collect funds from the owner to pay for the job.

The maintenance coordinator is responsible for checking the issue list on Rent Manager daily to make sure that all work orders are being completed on time, emergencies have been resolved and progress is reported to team members via weekly meeting or daily to the broker in charge when necessary.

The maintenance coordinator will visit properties when needed to make decisions relative to maintenance or approval of vendor jobs.

The maintenance coordinator is responsible for communicating the status of work orders to owners and tenants as needed.

The maintenance coordinator may request assistance from the turnover maintenance coordinator and may delegate certain tasks or follow up from other CPM admin staff to properly monitor the status of work orders.

The maintenance coordinator must participate in the on- call rotation.

The maintenance coordinator must attend monthly staff lunch meetings and provide tracking numbers pertinent to the number of open work orders, closed work orders and unresolved work orders for that month. This report is due to the broker in charge at the monthly lunch meeting.

The maintenance coordinator will participate as part of a team who seek to provide quality property management services to CPM clients and customers.

Skills needed:

- Strong knowledge of basic maintenance and repairs of single and multi- unit properties
- Ability to think through problems before making decisions
- Consistent and thorough attention to details and strong organization skills
- Strong written and verbal communication skills
- Must be very proficient with computer technology
- Hard worker with the ability to multi- task
- Able to work under pressure and time constraints
- Willingness to learn and the desire for professional development
- Customer service oriented
- Team oriented
- Property managers license beneficial

Benefits:

- Health Care Plan
- 401K plus match
- Paid time off
- Training and development

Please email your resume to inquiries@colapro.com