

MAINTENANCE COORDINATOR

YOUR NEW COMPANY

Our client brings a courageous, modern world vision to the world of Owners Corporation Management. We believe that if we truly live it, we lift ourselves beyond the daily ho-hum of simple solving problems and administrative tasks. If we deliver on Inspiring Amazing Life Spaces, we are positively impacting on the lives of everyone living or working in properties we manage.

YOUR NEW ROLE

This position is an integral part of the organisation, responsible for the overall performance, ongoing success, and management of an owner's corporation's maintenance portfolio. The Maintenance Coordinator's primary function is to act as a maintenance assistant to the owner's corporation relationship Manager, providing expert knowledge and guidance to the members of the owner's corporation, relating to all repairs, maintenance and facilities maintenance tasks. Working closely with all internal business units, customers and stakeholders, this position is required to ensure each owners corporation's assets and equipment is functioning as it should and relationship with both customers and contractors are maintained, through in person, telephone and email enquiries, ensuring a high standard of service delivery.

WHAT YOU'LL NEED TO SUCCEED

- Experience in a customer service role.
- Admin property/maintenance experience preferred, but not essential.
- Ability to thrive in a high performing team.
- Excellent communication and relationship building skills.
- Ample experience handling difficult and complex situations.
- Excellent written, verbal, and numerical skills.
- Attention to details and ability to work under pressure.
- Super problem-solving skills with the ability to manage multiple stakeholders.
- Thrive in a fast-paced office environment.
- Excellent organisational skills.

KEY RESPONSIBILITIES

- Effective management of case and work order systems – Operating, updating, and maintaining systems.
- Responding to requests for work and allocating the job to a subcontractor accordingly and in a timely manner.
- Communicate and resolve maintenance request in accordance with business requirements.
- Understanding the scope of work required by customers, obtaining, and submitting quotes and tracking jobs to completion.
- Provide support to Owner's corporation Relationship Manager and allocated portfolio – ensuring high standards are consistent and maintained.

- Outcome focused approach to the management of all customer queries and complaints relating to repairs and maintenance.
- Overseeing contractor's performance and ensuring they are aligned with the service metrics required.
- Ensure that the asset register is maintained and reporting deficiencies.