



Part-Time, On-Site Coordinator - Coquitlam

Terra Property Management Ltd in Vancouver is seeking an enthusiastic and customer service driven part-time On-Site Coordinator. This position is responsible for providing excellent customer and administrative services to our tenants, members, clients and vendors, in a keen and passionate manner to the properties that he or she is assigned to. **The successful candidate will provide 15 hours of on-site hours at one of our buildings in Coquitlam, with the opportunity to provide additional hours at other buildings.**

You will be a self-starter who takes initiatives and are proactive on tasks assigned and beyond. Other than day-to-day responsibilities, you are a great liaison and a people-person who is capable in providing exceptional customer service and efficiently delivering on administrative tasks assigned to you. Most importantly, your ability to manage time, multi-task, learn new tasks in a quick and efficient manner, and delivering services in a customer service oriented fashion, are crucial to this position.

Responsibilities:

General and Administrative Services:

- Maintain voice mails and respond or distribute accordingly;
- Open, screen and distribute all incoming mail;
- Maintain contacts lists (tenant/members, vendors, Board of Directors);
- Prepare property management correspondence as required and directed by your property manager;
- Serve tenant/member and building notices as required;
- Receive and collect member and or tenant rent;
- Collect, count laundry revenue and deliver to head office, if required;
- Collect members proof of insurance annually, if required;
- Interview and screen for new members/tenants, if required;
- Prepare member occupancy agreements & subsidy applications as directed by your property manager;
- Prepare tenancy agreement & subsidy applications as directed by your property manager;
- Deliver and pick up cheques for signing and other documentation as requested by the client and or your property manager;
- Miscellaneous assigned tasks by your property manager and the client;

Maintenance and Repair Services:

- Receive and respond to member/tenant request for repair;
- Arrange for qualified personnel to deal with emergencies as required and directed by your property manager;
- Maintain annual maintenance calendar as required and directed by your property manager
- Conduct building routine inspections as required and directed by your property manager;
- Arrange for routine building and equipment repairs as required and directed by your property manager;
- Arrange for snow removal and landscaping maintenance as required and directed by your property manager;
- Arrange and escort annual fire-inspection contractors and remedial work as required and directed by your property manager;
- Arrange for repairs as required and directed by your property manager on member/tenant turnover;
- Provide access to contractors and vendors as required and directed by your property manager;
- Carry out move-in/move-out inspections as required and directed by your property manager;
- Miscellaneous assigned tasks by your property manager and the client.

Qualifications:

- 1-2 years of experience in property management with a strong focus on customer service and administrative service is an asset, but will train the right person with the right attitude;
- Experience with working with or living at a non-profit housing and or cooperative housing property;
- Post-secondary education is an asset;
- Strong customer service orientation, work ethic and can work independently and as a team;
- "can-do" attitude, self-motivator and have the ability to multi-task;
- Must have reliable vehicle and a valid Class 5 BC Driver's License.

The ideal candidate will be all about the customer's needs and will deliver general and administrative services in an efficient, customer first base, positive attitude mentality.

To apply for this position, please submit your cover letter, resume and compensation expectations to info@terramanagement.ca by October 20, 2017.