

JOB DESCRIPTION

Assistant Coordinator (Maintenance)

BASIC FUNCTIONS

Performs a variety of moderate to difficult routine administrative tasks which require application of judgment and initiative. Responsible for assisting the Maintenance Coordinator with overall maintenance functions.

RESPONSIBILITIES

- Receive & record service requests from tenants or property manager.
- Disburse requests to vendors as necessary.
- Communicate daily with property managers, vendors & maintenance coordinator.
- Receive & provide estimates as requested by the owner/agent.
- Communicate effectively with internal and external customers.
- Scheduling & coordinating all preventative maintenance requests.
- Communicate with vendors daily for follow up, assignments, etc.
- Answer phones & accept service requests.
- Accept & assign service requests via Appfolio online.
- Enters service requests into Appfolio, track, monitor, follow up, & process invoices upon completion.
- On-call, after hours & weekend work hours required as needed.
- Adhere to company policies & procedures.
- Attends trainings, workshops and meetings as position requires.
- Perform other duties as assigned.

MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS

- Requires working under minimal supervision to meet daily deadlines.
- Must be able to solve moderately complex issues and exercise discretion in dealing with confidential and sensitive issues.
- Requires attention to detail and accuracy.
- Requires prolonged sitting and computer work with occasional lifting and moving boxes.
- Requires effective communication with people at all levels of the organizations and outside vendors.
- Ability to maintain a positive and professional attitude.
- Requires the ability to deal with constant requests for assistance with patience and tolerance.
- May require travel to vendors.

REQUIRED SKILLS / EXPERIENCE

- High school diploma required.
- 2-3 years facilities or maintenance experience is preferred.
- A current vehicle license in good standing and personal vehicle required.
- Proficiency in Microsoft office is required and Appfolio or other similar industry software is preferred.
- Proficiency in Microsoft Word, Excel, Outlook.
- Aptitude to learn new technologies

PERSONAL QUALIFICATIONS

- Excellent oral, written communication and listening skills.
- Superior analytical skills including the ability to assess a situation, gather information systematically to establish fact and identify key issues.
- Ability to mitigate & diffuse conflict.
- Ability to plan, organize and prioritize work.

PERSONAL QUALIFICATIONS

- Excellent oral, written communication and listening skills.
- Superior analytical skills including the ability to assess a situation, gather information systematically to establish fact and identify key issues
- Ability to mitigate and diffuse conflict.
- Ability to plan, organize, and prioritize work.
- Ability to work effectively and positively with Property Managers, owners, tenants and vendors.
- Ability to assign and complete tasks in a timely manner.
- Ability to make decisions and solve problems using sound judgment.
- Ability to adapt successfully to changing situations, environments, and people.
- Ability to multi-task and work under extreme pressure.
- Ability to be self-motivated, detail oriented, and a self-starter

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.