



## **Facilities and Customer Service Coordinator**

### **JOB DESCRIPTION**

#### **SUMMARY**

- Are you a pro in on-site facilities and customer service? In this role, you'll assist in providing property management services and planning daily operational activities.
- Likewise, you'll assist with the maintenance of The Underline to ensure the health, safety, and environmental standards are adhered to; as well as perform regular site inspections on all common areas—and implement remedial action on any related service issues.
- Can you maintain professionalism and a can-do attitude in a fast-paced environment? Are you a technically-equipped expert with a strong background in conflict resolution? If you said yes to all these, let's work together and unlock your full potential.

#### **ESSENTIAL FUNCTIONS**

- Maintain compliance with company, State, County, or City Ordinances, Codes, or Laws.
- Comply with all safety procedures.
- Be bilingual (English and Spanish).
- Comply with all policies for the safe storage, usage, and disposal of hazardous materials.
- Participate in ongoing technical, safety, and operational process training programs
- General maintenance and grounds keep keeping duties.
- Special Tasks: painting, locksmith work, company services requests, and landscaping
- Perform minor repairs.
- Move office furniture, machinery, equipment, and other materials, as requested
- Perform assigned facility inspections and due diligence efforts
- Maintain good housekeeping and safety of work areas.
- Report danger and safety hazards; propose methods to eliminate them.
- Maintain positive working relationships with all vendors and contractors.
- Track and store department inventory
- Keep the community satisfied with the customer service and appearance of the space.
- Experience with Material Handling Equipment (MHE) safety standards accordance with Original Equipment Manufacturer (OEM) and Safety standards
- Professional and efficient
- Other duties as assigned by the Facilities Manager

#### **EDUCATION AND EXPERIENCE**

- High school diploma or GED equivalent
- Minimum 5 years field experience with trade school training OR 6 years total field experience
- Preferred experience in commercial parks, stadiums, or hotels.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Excellent communication skills in English and Spanish.
- General computer skills with knowledge in email, the Internet, Microsoft Word/Excel are a plus.
- Ability to comply with both The Underline and county policies and procedures.

#### **PHYSICAL WORK ABILITIES AND REQUIREMENTS**



This position requires frequent walking, climbing, bending, kneeling, lifting, stooping, and working/extensively outside in the elements.

- Lifting a minimum of 60 lbs.
- Moving tables, benches, etc.
- Must be willing to spend 8 to 12 hours outside daily.
- Using ladders, picking up trash, and whatever is needed throughout the space.
- Must be willing to perform ground maintenance duties.

#### **HOURS**

- Flexibility to work shifts required.
- Weekends and holidays, as needed.
- May be required to work overtime or after hours to meet deadlines or address emergencies.

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#### **HOW TO APPLY**

Send an email to the contact below and provide the following:

- Email Subject: “ [Your Name] - Facilities and Customer Service Coordinator Candidate”
- Your Resume in pdf.
- A short statement explaining why you think you are the best candidate for this position, and the reasons why you want to join The Underline team.

#### **CONTACT**

Kelvin Allen

**Manager of Facilities, Friends of The Underline, Inc.**

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✓ **Learn more about The Underline here:**

[theunderline.org](http://theunderline.org)