

CITY OF HAMILTON

CITYHOUSING HAMILTON (BUSINESS SERVICES SECTION – LOCATION - 181 MAIN ST. W.)

MAINTENANCE STAFF SCHEDULER – CUPE 5167

SUMMARY OF DUTIES

Reports to the Manager, Business Services, the Maintenance Staff Scheduler is responsible for scheduling preventative and regular maintenance to internal staff across the CityHousing Hamilton portfolio, per the terms of generated work orders. The Maintenance Staff Scheduler creates work orders, communicates to tenants any changes to scheduled maintenance appointments, and reschedules appointments as required to address emergencies. Ensures quality assurance of maintenance scheduling is maintained through analysis and modification.

GENERAL DUTIES

Schedule day-to-day maintenance appointments for Building Superintendents, CityHousing Maintenance Servicers and Maintenance Repairpersons. Assigns daily work orders and appointments using Kirona software system.

Coordinates maintenance work for CityHousing Hamilton tenants using Northgate software system

Contacts tenants via phone or in writing to schedule service appointments as per work order specifications. Ensures proper notice is provided to tenants of work affecting their daily activities. Schedules site staff and reschedules as required, providing appropriate notice to tenants.

Performs clerical duties associated with Maintenance scheduling.

Assists Property Management Assistants and Maintenance Administrators with work orders and work flow of maintenance requests.

Analyzes maintenance schedule effectiveness and efficiency through reviews of performance reports and queries.

Reviews manifests at preliminary and final completion to ensure schedule integrity and quality.

Self-monitors and measures performance against written guidelines to ensure the desired level of customer satisfaction and service using tools available.

Practices advanced planning and scheduling techniques including the enforcement of priorities, balancing tasks and resources to maximize through put in effort to avoid delays and cost overages.

Resolves minor tenant complaints. Escalates concerns top appropriate staff per applicable policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Proven knowledge of scheduling property management work orders through previous experience in property management maintenance or previous related work experience and relevant education. Property Management education preferred.

2. Proven demonstrated knowledge of the practices of maintenance scheduling and general understanding of building systems. Previous building maintenance experience related to heating, plumbing, electrical, air conditioning and computer systems, landscaping and gardening, carpentry, project management, contracting services and general maintenance.
3. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software. Able to input, retrieve and manipulate data. Able to create reports by bringing information together from various sources. Knowledge of Northgate software and Kirona software would be considered an asset.
4. Practical experience in property maintenance including planning, scheduling and coordinating.
5. Must possess initiative and good judgment, and be able to work independently with minimal direction. Must be a self-starter and have the ability to deal effectively and diplomatically with Tenants, Staff, Contractors and the Public while ensuring confidentiality when required.
6. Working knowledge of the Residential Tenancies Act, 2006, and the Housing Services Act, 2011.
7. Strong interpersonal, communication, time management and organizational skills. And effective verbal, listening and written communication skills are essential. Ability to work with a minimum of supervision.