

SERVICES COORDINATOR

Reports to:

Department:

Classification:

Division:

Date:

Approved:

JOB SUMMARY

Responsible as a liaison between the Facilities Department and employees relating to housekeeping and grounds care requirements. Interacts between the Facilities Department and outside contractors. Coordinate activities with contractual grounds and housekeeping staff. Responsibilities also include, but are not limited to facility cleanliness, switchboard operations and dispatching facilities personnel for emergency calls.

ESSENTIAL FUNCTIONS

1. Coordinates the contract housekeeping and grounds maintenance staff and provides on-site expertise. When housekeeping and grounds maintenance staff are working on an assignment and have questions or need clarification about how to perform a task, the Services Coordinator should be able to provide guidance. The Services Coordinator is also responsible for making individual job assignments and tracking the progress of individual assignments.
2. Ensures that work is accomplished in a safe and efficient manner. The Services Coordinator is to ensure that each worker, for whom he/she has responsibility, works safely and is provided the information, tools and direction to work efficiently.
3. Reviews housekeeping personnel work assignments and cleaning schedules. The Services Coordinator is responsible for providing feedback to the housekeeping staff to ensure that cleaning is effective and that schedules are accurate.
4. Ensures quality of work. The Services Coordinator is to ensure housekeeping and grounds maintenance staff have the necessary equipment, supplies and required time to do a quality of work once assigned to a task.
5. Works with other department supervisors to ensure housekeeping is being performed as required.
6. The Services Coordinator is responsible for the coordination of all housekeeping staff and associated activities. Review housekeeping services requirements and distribute manpower accordingly. Review daily sign in/out logs, and housekeeping reports with special attention to the activities within the manufacturing area to ensure proper documentation is accurate and complete. Will at random conduct surprise inspections of the night housekeeping staff to ensure they stay compliant to the contract. Responsible for all pest control contracts and monitoring contract for all facilities.
7. Prepare necessary documentation that will justify the housekeeping budget on a yearly basis.
8. Coordinates grounds activities and monitor contract requirements in order to maintain seasonal needs. Review all work performed by contractor and maintain receipts for all work performed. Coordinates special planting and/or additional grounds work as requested. Monitor bush and tree conditions on a weekly basis and makes any necessary recommendations to the Manager of Facilities Management.
9. Maintain irrigation system by informing Facilities Management via work order to adjust timers to water grass, bushes and trees per the landscaping contractors requests. Maintain reliable e-mails and copies of work orders to justify warranty related issues.
10. Review all assigned invoicing submitted to organization for payment and confirmed that work has been performed.
11. Support daily company meetings using departmental and/or contractual staff as needed and set up tables and chairs to accommodate the staffs meeting requirements. Set up audio/visual aids as requested and help departmental assistants set up special needs.
12. Relieve Switchboard Operator or those performing telephone administration as needed.
13. Initiates special assignments and monitor numerous vendor accounts for Facilities Management as requested by the Manager of Facilities Management. Upon request from the Sr. Director or Facilities Manager solicits bids for service contracts and supplies.

14. Performs duties as assigned by the Manager of Facilities Management and inform the Sr. Director and Facilities Manager of any issues pertaining to Facilities
15. Contacts
 - a. Inside the Company - All employees, all departments.
 - b. Outside the Company - Vendors and Contractors.
16. Supervision - Works on assignments that are complex in nature where independent action and a high degree of initiative are required in resolving problems and developing recommendations.
17. Normally receives no instructions on routine work, general instructions on new assignments.

QUALIFICATIONS

1. Education required - High School diploma.
2. Experience required - At least (3) years experience as a Housekeeping supervisor with at least (5) years experience with a housekeeping service. Some landscaping experience preferred.
3. Other requirements - Must pass drug test and criminal history investigation. Must be able to lift up to 100 lbs. Must be able to work in environment containing laboratory animals. Must be available for 24-hour emergency response as needed and have a clean driving record.