



Who We Are

We are a diversified real estate development and management company. We own and manage over 4 million square feet of leasable area, including 52 properties. We strive to be the Property Owner of Choice in our markets by providing outstanding customer care and dependable, high-quality service to our clients.

We Are Looking For

An **Operations Coordinator** who is committed to championing our Operations Team and the technology and processes used to drive the team's success; providing exceptional support to Operators and Operation Managers to ensure our assets and tenants are provided with our outstanding customer care.

What You'll Do

Provide support to and administer the requirements of our operations team. This includes:

- Being the primary point of contact for the Operations Team with regards to our Portfolio and service platform (MRI – Angus), operator scheduling, and team processes.
- Work closely with the Operations Managers to develop the operations team by hosting team meetings, making action plans, and training new operators on processes and software.
- Support and maintain Health and Safety program understanding current OH&S standards.
- Sourcing, scheduling, and providing required safety training, safety supplies, uniforms, and personal equipment for operators.
- Achieve customer service targets by assist the team and ensuring tenant work orders are responded to and completed within expected timeframes; reaching a goal 100% success rate and help us maintain our "Gold" service standard.
- Provide general administrative support as needed, including monthly timesheets and expense report related items.
- Serving as the eyes and ears of our portfolio by evaluating and sharing insights from your property reviews on the Tenant platform and through ongoing communication with the operators.

About You

- You work better as part of a dynamic team
- You have working knowledge of:
 - Tenant Service and Property Management Software
 - Complex administration
 - Microsoft suite

- You are comfortable working with and providing guidance on electronic and digital systems for processing and correspondence
- You identify opportunities to improve processes and lead change
- You are a great problem solver, team-motivated and super organized
- You work calmly under pressure while maintaining a sense of urgency

Extra Points For

- Experience in property management or commercial real estate
- Experience using Yardi, Angus, Site Docs
- Experience with supporting a fair-sized team

Where People Want to Work

If you are passionate about building operations and outstanding customer service and you meet or exceed our qualifications, please submit your resume to careers@melcor.ca quoting "Operations Coordinator" in the subject line.

Your submission will be reviewed carefully, however only those selected for an interview will be contacted.

Melcor is an equal opportunity employer that is committed to the principle of diversity and looks forward to receiving applications from a wide range of people.