

Job description

The Mall at Millenia Operation Coordinator

The ideal candidate has exceptional interpersonal and communication skills, is a fast learner, and can work efficiently on multiple projects at once. The candidate must possess strong Operations and Facilities knowledge to assist with building management. Position requires engagement with members at every level of the organization, vendors, subcontractors and members of the public, and requires a sense of responsibility to provide a high level of customer service and accurate information. Operations are dynamic and situations may require immediate attention. This position has high exposure to the public and requires a friendly, professional approach and demeanor under all conditions. It also requires a genuine willingness to assist people with a wide range of requests and needs. While performing the duties of the position, the employee is regularly required to sit, stand and walk for extended periods of time throughout the course of daily activities. The employee is occasionally required to climb, lift, balance, stoop, kneel, or crouch. The employee is required to work on a computer, in addition to doing paper work. Candidates must be able to pass a background check.

Responsibilities include but not limited to:

- Assists with scheduling and managing maintenance projects and preventative maintenance programs.
- Key contact for COIs; Service Agreements; Contract Management; Preconstruction correspondence, schedules, construction deposits; Facilities/Security projects.
- Maintain contractor lists, rules, and regulations.
- Maintain and organize tenant files, correspondence, storage spaces, lease files, and spreadsheets.
- Expense reports; invoice handling; Assist with annual budgets/variance reports; invoice coding for processing.
- Assist with daily property inspections and reports
- Responsible for working and communicating with vendors, merchants, and contractors regarding various property operations projects.
- Makes travel arrangements for department(s) personnel as well as assists with conference and professional engagement registration.
- Assists with meetings, including contacting participants, booking rooms, ordering catering and set-up.

- Compose correspondence (memos, emails, mail merge and letter responses to requests or inquiries).
- Maintain documents, databases, inspections, work orders, and tracking of other programs.
- Reorder inventory and track shipments.
- Answers, screens and takes messages for incoming telephone calls.
- Researches, prioritizes and follows-up on incoming issues and concerns addressed to the directors including those of a sensitive or confidential nature.
- General administrative assistance to all departments, including Operations, Security, General Manager and Corporate Director of Operations.
- Accesses and monitors calendars for the Corporate Director of Operations and General Manager.
- Manages daily inflow and outflow of correspondences via email using Outlook and hardcopy correspondences including phone and letters, filing electronically.
- Taking meeting minutes and notes.
- Exhibit regular, reliable, punctual and predictable attendance.
- Other duties as needed and assigned.

Key Qualifications:

- Minimum of 3 years' Facilities/Operations experience in an administrative capacity.
- Well rounded, strong oral and written communication skills.
- Proficient computer skills, particularly Microsoft Office tools (Excel, Word, Outlook, PowerPoint).
- Ability to solve problems with ease and enjoyment.
- Ability to manage multiple tasks/assignments simultaneously.
- Ability to proactively assess the needs of others
- Exercise accuracy, organizational skills, discretion, good judgement, attention to detail, courtesy, tact and patience.
- Strong interpersonal skills; ability to establish and maintain good working relationships with other Forbes employees, merchants, vendors and subcontractors.