



JOB DESCRIPTION

Job Title:	Commercial Operations Service Coordinator
Department/Location:	Commercial Operations
Reports to:	Commercial Ops Support Supervisor
Position Supervises:	N/A
Fair Labor Standards Act (FLSA) Status:	Non-Exempt Hourly
Employment Status:	Full Time
Revision Date:	February 2023

JOB SUMMARY

The function of the Service Coordinator position is to provide exceptional customer service to Urban Land Interests (ULI) stakeholders, including but not limited to portfolio tenants, ULI team members, other ULI departments, vendors, and contractors. This position regularly manages service calls utilizing effective people skills and diplomacy in communicating. Mastering these duties will be essential for the long-term success of this role in providing appropriate service solutions.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Handle all incoming requests, questions, and service inquiries related to commercial property operations.
- Work with computerized maintenance software to create work orders and reports.
- Establish work priority and dispatch field technicians in accordance with established protocols.
- Direct stakeholder inquiries and requests appropriately and efficiently across the ULI team.
- Ensure field technicians have all information required to complete assigned tasks.
- Update internal company, tenant, and vendor documentation as needed such as: Certificates of Insurance, elevator, and security issues, lock out authorization lists, tenant and vendor contact information.

SECONDARY FUNCTIONS AND RESPONSIBILITIES

- Receive and sign for packages on behalf of the Commercial Operations team.
- Prepare and distribute work order summaries and updates.
- Participate on Tenant interview team when needed.
- Provide backup coverage for other Operations support team members in their absence.
- Advise stakeholders on appropriate resources and procedures to accomplish their request. Other duties as assigned.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

- Advanced customer service skills.
- Advanced written and verbal communication skills.
- Demonstrated ability to successfully multitask with frequent interruptions and distractions.



- Operate standard office equipment with proficiency with Microsoft Office Suite and other job specific software applications.
- Prepare, organize, and maintain accurate records electronically.
- Adapt to changing work priorities.
- Meet deadlines and schedules.
- Proven ability to organize and prioritize.
- Proficiency with Microsoft Office Suite.

EDUCATION/CERTIFICATION/LICENSURE

- High school diploma required.

EXPERIENCE

- Understanding and work experience with building systems, building maintenance, and work dispatching desirable.
- Demonstrated success to multi-task with frequent interruptions, distractions, and competing priorities.

WORKING CONDITIONS

- This position will spend most of the time in an office setting, sedentary.