



JOB DESCRIPTION

Job Title:	Commercial Operations Service Coordinator
Department/Location:	Commercial Operations
Reports to:	Commercial Ops Support Supervisor
Fair Labor Standards Act (FLSA) Status:	Non-Exempt, Hourly
Employment Status:	Full Time
Revision Date:	May 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/or contractors. This position frequently manages service calls/emails that will result in creating complex work orders in Yardi software and 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

- Main point of contact for requests, questions, and service inquiries related to commercial property operations. Answer dedicated maintenance phonenumber and respond to emails.
- 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. Examples include elevator and security issues, lock out authorization lists, tenant and vendor contact information.
- Provide backup coverage for other Operations support team members in their absence.

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 ULI Committees as needed.
- Advise stakeholders on appropriate resources and procedures to accomplish their request.
- Other duties as assigned.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

- Advanced customer service skills and calm under pressure
- Proven dependability and accountability
- Advanced written and verbal communication skills
- Ability to prioritize and organize effectively
- 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

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 has core office hours of M, T, W, TH, F, 8:00am to 5:00pm with one hour lunch break.
- This position will spend majority of the time in an office setting, sedentary.

MISSION

Urban Land Interests manages, operates, and invests in real estate with the perspective of long-term owners committed to improving the value of every building. We build long-term relationships with our tenants by providing services that anticipate and meet their needs and exceed their expectations. We create buildings of exceptional quality that provide attractive living and working environments by paying relentless attention to the details that separate good enough from outstanding.