



Director of Property Operations – Comforts of Home, Paris

Comforts of Home, a leader in international student housing in Europe, manages over 1500 beds for use by study abroad customers in Paris, Florence, Rome, Barcelona, and Madrid. We provide American-style comfort and customer service, allowing students to live like locals in apartments shared with other students.

COH seeks a Director of Property Operations for its Paris office, the largest of the group, to oversee all activities involving our 200+ apartments across Paris, and to ensure that all operational staff are working at all times to respect COH standards, procedures, and budgetary directives. The Director of Property Operations approves all apartments for compliance with spatial, technical, and geographical requirements, and works with the Student Services Manager to respond to client requests when customer service issues arise involving apartments or their contents.

Reporting to COH's Vice President & Country Manager, France, the Director of Property Operations oversees the work of two teams – a five-person Facilities Team and a two-person Real Estate Team – as well as seasonal staff and outside contractors, and is responsible for the company's success in the following areas:

- Management of real estate team (*Direct reports: Real Estate Operations Manager, Property Services Manager*)
 - Acquisition, set-up, renovations, and furnishing of apartments
 - Administration of leases, utilities contracts, insurance contracts and claims
 - Management of relationships with real estate agencies, management companies, and owners
 - Tracking of all information related to property portfolio
- Management of facilities team (*Direct reports: Facilities Manager, 2 Facilities Coordinators, Maintenance Manager (with a Maintenance Agent reporting to Maintenance Manager)*)
 - Scheduling and performance of turnovers, cleaning, and maintenance
 - Recruitment, management, and training of seasonal workers and outside contractors
 - Purchase and maintenance of vehicles
 - Warehouse and inventory management
- Budget management
 - Optimization of costs relating to human resources, logistics, and transport
 - Planning/budgeting/reporting for real estate and FF&E in line with corporate directives and changes to Paris property portfolio
 - Planning/budgeting for long-term upkeep of apartments
 - Oversight of security deposit return process

As the company evolves and develops reporting systems the role will also involve:

comforts *of* home

- Developing and managing vendor purchase order system
- Optimization of utilities contracts
- Reporting on expenses by apartment, vendor, etc.
- Considering and proposing different property types and management models

Strong candidates will be:

- Great team managers
- Expert planners and organizers
- Capable of finding creative solutions when situations can't be easily resolved
- Outgoing and customer service-oriented
- Flexible and able to work effectively in a fast-paced and evolving office
- Enthusiastic about working with a young, fun, and flexible team

Required skills and experience:

- Fluent English and French (written and spoken)
- Significant team management experience in a multi-national environment
- Professional experience in multi-site property management or hotel facilities management preferred
- Technical understanding of basic plumbing and electrical issues a plus
- Excellent interpersonal, organizational, and communication skills
- French driver's license required (Permis B)
- Microsoft Office, Excel, Powerpoint
- Valid work permit authorizing full-time work in France

To apply, please send cover letter and resume to paris.jobs@get-comfortable.com. Applications without a cover letter will not be considered.