

comforts of home

Facilities Coordinator – Comforts of Home, Paris

Comforts of Home, a leader in international student housing in Europe, seeks a Facilities Coordinator to work as a member of the Paris Facilities team, providing maintenance and operational support in our 200+ apartments across the city.

Managing over 1500 beds for use by study abroad customers in Paris, Florence, Rome, Barcelona, and Madrid, COH provides American-style comfort and customer service, allowing students to live like locals in apartments shared with other students. The Facilities Coordinator works with members of the Facilities and Real Estate teams to ensure that all apartments are furnished and equipped according to our standards, and that any problems in the apartments are dealt with swiftly and effectively.

Responsibilities include but are not limited to:

- Download maintenance requests on daily basis from multiple sources, adding in any additional requests that come through phone calls, staff in communication with partners/students, team members in the field
- Constantly triage requests and dispatch team members to handle issues according to urgency, geography, and other criteria
- Update maintenance spreadsheet and Asana projects regularly as status of items changes and team members/outside contractors report back after doing work
- Liaise with outside contractors hired to handle maintenance issues; contact and dispatch when needs exceed internal team's capacity, getting approval costs in advance and debriefing contractors/collecting invoices after work is done
- Accompany outside contractors, insurance agents, and other non-COH personnel to student apartments for maintenance work or other interventions
- Communicate in timely manner with students and partners who request maintenance and/or whose apartments will have COH-initiated work done, keeping COH team apprised of all interventions via Asana
- Report potential and real customer service concerns to Student Services team, Director of Property Operations, and Country Manager as warranted
- Manage emergency projects on Asana, constantly keeping team apprised of progress
- Prepare weekly maintenance dashboard for full staff
- As needed, serve as back-up turnover agent to assess apartments and prepare them for arrivals

Strong candidates will be:

- Handy and willing to get hands dirty

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- Willing to take initiative and find creative solutions when situations can't be easily resolved
- Creative and resourceful with a practical way of thinking
- Able to function autonomously, multitask, and stay on schedule
- 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

Requirements:

- Excellent written and verbal communication in English and French
- Strong organizational skills
- Ability to function autonomously, multitask, and stay on schedule
- 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.