



Facilities Manager Comforts of Home, Paris

Comforts of Home, a leader in international student housing in Europe, seeks a Facilities Manager to oversee the Paris Facilities team, which provides 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 Paris Facilities team is made up of three full-time staff members who ensure that apartments are furnished and equipped according to our standards, and that any problems in the apartments are dealt with swiftly and effectively.

The Facilities Manager reports to the Director of Property Operations.

Responsibilities include but are not limited to:

- Manage team of one facilities coordinator and two maintenance workers to ensure day-to-day upkeep of apartments as well as responses to student and client (university) requests for repairs and replacements
- Coordinate recruitment and training of seasonal turnover team
- Coach teams to respond to problems efficiently and effectively, and within scope of COH customer service expectations as well as contractual obligations
- Oversee tracking, communication, and triage of maintenance issues arriving from various sources (on-line ticket requests, student/client phone calls, on-site staff and vendors, turnover assessment forms, etc.)
- Use project management tools to organize work schedule according to departure and arrival dates of clients
- Identify, vet, and manage external service providers according to needs
- Generate and oversee preparation of reports on maintenance performance, setting benchmarks for team
- Track and report on expenses
- As systems are put into place, work with Director of Property Operations to develop a maintenance budget, enhanced vendor invoicing, and per-apartment cost tracking

Strong candidates will be:

- Great team managers
- Handy and willing to get hands dirty
- Capable of finding creative solutions when situations can't be easily resolved
- Expert planners and organizers
- Outgoing and customer service-oriented
- Flexible and able to work effectively in a fast-paced and evolving office

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- Enthusiastic about working with a young, fun, and flexible team

Required skills and experience:

- Excellent written and verbal communication in English and French
- Professional experience in hospitality or property management preferred
- Significant team management experience
- Comfortable using Excel and other project management tools
- Technical understanding of basic plumbing and electrical issues
- 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.