



Facilities Manager Comforts of Home, Italy

Comforts of Home, a leader in international student housing in Europe, seeks a Facilities Manager for its Italian operations. Managing nearly 2,000 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. Our Italian Facilities team is made up of a combination of full-time staff members and subcontractors 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.

Based in Florence, the Facilities Manager will work primarily in that city, while supporting organization of maintenance activities in the company's other Italian locations. COH currently manages more than 600 beds in Florence via a combination of long-term leases, short-term leases, and management contracts, and expects to expand to as many as 800 beds over the next six months. The Facilities Manager will provide additional support to our Rome operation, as it grows from its current total of 60 beds.

Working closely with the Property Operations Manager of our Paris office (our largest and most developed market and our corporate headquarters), the Facilities Manager is responsible for the successful functioning of short- and long-term properties within the company's operating budgets. To fulfill this responsibility, the Manager will budget, solicit, organize, supervise, and report on all activities which support property operations; establish systems and procedures for Italy with the goals of creating efficiencies and cost savings; provide superior customer service to our university clients; and grow our facilities team while optimizing scalability as our Italian market grows.

The Facilities Manager reports to COH's Italy Country Manager.

Responsibilities include but are not limited to:

- Understand the company's current property operations resources and budget in Italy and assess them for improvements in operating practices and cost management
- Identify, hire, and manage full-time, subcontractor, and seasonal teams to respond to problems efficiently and effectively, and within scope of COH customer service expectations as well as contractual obligations
- Manage team of one facilities coordinator and two maintenance workers in Florence, and subcontractor teams in both Florence and Rome, 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 teams, as needed, in both cities
- Budget, track, and manage all non-personnel and contractor operating expenses to find savings and ensure optimal management (supplies, repair and replacement, and the like)

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- 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 internal software and project management tools to organize work schedule according to departure and arrival dates of clients
- Identify, vet, and manage external service providers (plumbers, electricians, etc.) 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 management to develop a maintenance budget, enhanced vendor invoicing, and per-apartment cost tracking

Strong candidates will be:

- Seasoned property operators with experience managing to a budget
- 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
- Enthusiastic about working with a young, fun, and flexible team

Required skills and experience:

- Excellent written and verbal communication in English and Italian
- Professional experience in hospitality or property management preferred
- Significant budget and 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
- Italian driver's license required
- Microsoft Office, Excel, PowerPoint
- Valid work permit authorizing full-time work in Italy

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