



Comforts of Home, a leader in international student housing in Europe, seeks a Facilities Coordinator to work as a member of the Paris team, providing maintenance and operational support in our 260 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. Joining an office of 30 full-time staff members, the Facilities Coordinator works 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, 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 member or outside contractor to handle issues according to urgency, geography, and other criteria
- Communicate in timely manner with students and partners who request maintenance and/or whose apartments will have COH-initiated work done, while keeping relevant COH team members apprised of all interventions
- Regularly track progress on project-management software as items change 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 of 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
- Report potential and real customer service concerns to other team members and Country Manager as warranted
- Prepare apartments for future tenants by furnishing them and signing up electricity or Internet contracts
- Track water damage records if necessary
- Prepare maintenance and cleaning schedules for each apartment and communicate with cleaning companies (prepare keys...)
- Document all apartment damages post check-out for communication to clients
- Proceed to Wi-Fi installation (and extenders) in apartments if needed

Strong candidates will be:

- Handy and willing to get hands dirty
- 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
- Microsoft Office, Excel
- Valid work permit authorizing full-time work in France
- Valid driving license in France
- An experience in tourism or hotel management would be a plus

To apply, please send cover letter and resume to paris.jobs@get-comfortable.com

Full-time (39h a week)

Start: As soon as possible

Place: 7th arrondissement of Paris