BRASSWATER

# OPERATIONS COORDINATOR

## APPENDIX « A » – POSITION SCOPE AND RESPONSIBILITIES

The Operations Coordinator is responsible for the global coordination of tenant-related activities, working in collaboration with the company's various departments. They act as the primary point of contact for tenant requests, addressing their concerns and fostering positive, long-lasting relationships.

### Tenants

- Receive operational requests and questions from tenants via telephone, email, and the Angus tool.
- Dispatch service calls to technicians using the Angus integrated management platform.
- Facilitate the collection of legal documents, insurance certificates, and proof of maintenance.
- Draft and distribute service memos, notices, and routine correspondence.

### Human Resources

- Coordinate mobile technicians and dispatch service calls via the Angus tool.
- Provide support to department members, including technicians, operations coordinators, billing staff, and supervisors.

### Administrative

- Participate in various department meetings and draft/distribute minutes.
- Maintain the master database for the property portfolio, as well as tenant and supplier lists.
- Support assigned coordinators with the verification of supplier invoices and purchase orders.
- Ensure compliance with document filing rules on the network.
- Support operations for co-owned (condominium) buildings.
- Implement documentation and track BOMA and LEED certifications.

### Financial

- Generate accrual tables and reports for outstanding invoices.
- Support invoice validation and link them to budget estimates and/or purchase orders.
- Verify team expense accounts.

### Suppliers

- Coordinate construction subcontractors and inform tenants during minor interventions (plumbing, snow removal, leaks, etc.).
- Receive service reports and extract required follow-up actions.
- Perform any other related tasks requested by the immediate supervisor.

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## Requirements

- Education & Experience: Certificate in Administration or equivalent, and 5 years of relevant experience.
- Technical Skills: * Strong knowledge of the MS Office suite (particularly Excel, Teams, and PowerPoint).
- Experience with the HOPEM accounting system and Angus (or other service request management systems).
- Languages: Proficiency in French and English, both oral and written.

## Aptitudes

- Independent, calm, and strategic.
- Strong organizational skills and dynamism.
- Adaptability, flexibility, and good judgment.
- Commitment to quality work and a strong sense of service.
- Discretion and a valid sense of teamwork with a desire for continuous quality improvement.
- Courtesy, rigor, and the ability to work under pressure.