



JOB DESCRIPTION

As an advocate for the Urban Land Interest’s stakeholders, this customer service focused position serves the company as a maintenance request and information hub for the Commercial Operations team. Utilizing judgement and analysis, the Service Coordinator receives, assigns and acknowledges work requests and service-related questions from and for the portfolio stakeholders.

Job Title:	Service Coordinator
Department/Location:	Commercial Operations
Reports to:	Janitorial Services Manager
Position Supervises:	N/A
Fair Labor Standards Act (FLSA) Status:	Non-Exempt Hourly
Employment Status:	Full Time,
Revision Date:	February 2022

VISION

ULI will create and sustain exceptional buildings and tenant relationships that strengthen our communities.

PEOPLE-FOCUSED CORE VALUES

Our employees, working with a shared vision of creating and sustaining buildings and tenant relationships that strengthen our communities, are the fundamental strength of our company. We achieve this vision through our people-focused core values.

- Tenants are the most important stakeholders in our business. Only by satisfying tenants first do we have the opportunity to satisfy our other stakeholders.
- Our employees are the fundamental strength of our company. We are a company that attracts, develops, retains, and provides opportunity for people who are committed to our shared vision and values. We will foster an environment of mutual respect and accountability.
- We build trust by acting with integrity in everything we do.
- We create value for the owners of the properties we manage and for our company by generating profit that allows us to do more for all of our stakeholders: tenants, owners, employees and our communities.
- We improve the quality of the urban environment in the communities we are part of.
- ULI will remain an independent privately held company responsible for long term management of our properties.

MISSION

Urban Land Interests manages, operates and invests in real estate with the perspective of long-term owners committed to improving the value of every building. We build long-term relationships with our tenants by providing services that anticipate and meet their needs and exceed their expectations. We create buildings of exceptional quality that provide attractive living and working environments by paying relentless attention to the details that separate good enough from outstanding.



JOB SUMMARY

The function of the Service Coordinator position is to provide exceptional customer service to the Urban Land Interest's (ULI) stakeholders including but not limited to portfolio tenants, ULI team members, other ULI departments, vendors, and contractors. This position is the hub for receiving, prioritizing, organizing, and assigning incoming requests in the most effective and efficient manner. The incumbent regularly handles service calls utilizing effective interpersonal skills and diplomacy in communicating with stakeholders. Facilities operations knowledge and multitasking skills are essential to assist the stakeholders with appropriate service solutions. This essential position ensures ULI stakeholders receive timely responses to their requests and the information required to complete the task is distributed accordingly.

PRIMARY FUNCTIONS & RESPONSIBILITIES

- Main point of contact for stakeholder requests, questions, and service inquiries.
- Work with computerized maintenance software to create work orders and reports.
- Establish work priority and dispatch field technicians in accordance with established protocols.
- Direct stakeholder inquiries appropriately and efficiently within the ULI team.
- Ensure field technicians have information required to complete assigned tasks.
- Maintain respectful working relationships with maintenance technicians, team members, and other company departments.
- Advise stakeholders on appropriate resources and procedures to accomplish their request.

SECONDARY FUNCTIONS & RESPONSIBILITIES

- Receive and sign for packages on behalf of the Commercial Operations team.
- Update internal company, tenant, and vendor documentation.
- Prepare and distribute work order summaries and updates.
- Participate on Tenant Interview team.
- Provide backup coverage for immediate team members in their absence.
- Prepare and distribute pertinent information and updates for stakeholders, technicians, team members, and other company departments.
- Other duties as assigned.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Highly developed customer service skills.
- Highly developed written and verbal communication skills.
- Demonstrated ability to successfully multitask with frequent interruptions and distractions.
- Operate standard office equipment with proficiency with Microsoft Office Suite and other job specific software applications.
- Prepare, organize, and maintain accurate records electronically.
- Adapt to changing work priorities.
- Meet deadlines and schedules.
- Work under pressure while maintaining composure in emergent situations.
- Maintain consistent, punctual, and regular attendance.

COMPETENCIES

Accountability

Individuals exhibiting this competency take responsibility for their own performance and accept full ownership of issues, problems, and opportunities, regardless of the source.



Adaptability

Individuals who exhibit this competency demonstrate the ability to work effectively and shift course when external influences affect an initial plan, condition, or situation. They are willing to change their own ideas or perceptions on the basis of new information or evidence and are able to alter standard procedures when necessary and juggle multiple demands as required.

Communicating

An individual who exhibits this competency provides the information required by others in a concise, direct, and unambiguous way. He or she perceives how the message affects the receiver and strives to ensure that the receiver clearly understands the specifics and function of the message.

Composure and Resiliency

Individuals who exhibit this competency are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This competency includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

Organizational Citizenship

Individuals who exhibit this competency focus efforts toward the common good; place the organization's goals before individual, functional, or business unit goals; and demonstrate the desire to be a part of something that extends beyond their own self-interest.

Professionalism

Individuals who exhibit this competency set high standards and serve as role models for work performance, ethical conduct, and respect for others. They consistently conduct themselves in a manner consistent with generally accepted moral principles and values and within the guidelines and best practices of their chosen profession.

Service Focus

Individuals who exhibit this competency place emphasis on creating customer loyalty by continually enhancing the customer experience. They show the capacity to identify and understand the needs of customers, manage expectations, and give priority to meeting and exceeding those needs.

Time Management

Individuals who exhibit this competency focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. This competency is about managing multiple responsibilities, being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

EDUCATION/CERTIFICATION/LICENSURE

- High school degree required. Associates degree, college degree or facility management experience a plus.

EXPERIENCE

- Understanding and work experience with building systems, building maintenance, and work dispatching desirable.



- Demonstrated success to multi-task with frequent interruptions, distractions, and competing priorities.
- Proven ability to organize and prioritize.
- Proficiency with Microsoft Office Suite.

WORKING CONDITIONS

- This position will spend a majority of time in an office setting, sedentary.

PHYSICAL REQUIREMENTS

	NOT REQUIRED	OCCASIONALLY (33%)	FREQUENTLY (66%)	CONTINUOUSLY (100%)
Standing		X		
Walking		X		
Sitting			X	
Lifting		X		
Carrying		X		
Pushing	X			
Pulling	X			
Climbing	X			
Balancing	X			
Stooping	X			
Kneeling	X			
Crawling	X			
Reaching		X		
Handling		X		
Speaking				X
Hearing				X
Seeing				X
Color Vision		X		
Depth Perception				X



Urban Land Interests

I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): _____

Employee Signature: _____ Date: _____