

## **HISPANIC HOUSING DEVELOPMENT CORPORATION -- Work Orders Coordinator**

The Work Orders Coordinator is responsible for assisting the Facilities Managers and the Maintenance Supervisors in managing the maintenance work flow. This position also requires one to establish and maintain professional and friendly relationships with coworkers as well as build professional rapport with residents. The Work Orders Coordinator must demonstrate strong organizational skills so that work orders may be completed in a timely manner.

**ESSENTIAL JOB FUNCTIONS** include the following. Other duties may be assigned.

- ◆ Generates work orders from telephone, walk-ins, corporate office, and other staff following company procedures:
  - Inputs work orders into the CCS and UPCS Systems on a daily basis.
  - Pulls up work orders from the printer/spooler.
  - Gives work orders to maintenance supervisor/assistant head janitor.
  - Closes out completed work orders in the CCS System.
  - Logs-out completed work orders.
  - Files work orders in 3 parts – residential file, project book, and maintenance file.
- ◆ Pulls up daily reports dating from the day before the present day, 2-3 times a day (9am, 2pm, 4pm) depending on volume of work orders received.
- ◆ Monitors the progress of work order completion, including “not home,” parts ordered, etc.
- ◆ Processes and posts resident work order charges.
- ◆ Assigns work orders to maintenance employees.
- ◆ Closes out and logs all Contract work orders.
- ◆ Assists the facilities managers and maintenance supervisors in coordinating the maintenance work flow as needed, including the response to, and reporting on, emergencies.
- ◆ Orders parts when needed.
- ◆ Investigates and follows-up on the resolution of resident work order complaints.
- ◆ Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

- ◆ Supervises maintenance coordinator and inventory/procurement clerk.

### **MINIMUM QUALIFICATIONS**

- ◆ Knowledge of CHA/Assisted Housing Programs rules and regulations.
- ◆ Experience/training/certification in maintenance as per NCHM/QUADEL.
- ◆ Bilingual (Spanish).

### **EOE**

**Important:** Please indicate the position you are applying for in the subject of the fax or email. Include your salary requirements and email to [recruiting@hhdevcorp.com](mailto:recruiting@hhdevcorp.com) or fax resumes to (312)278-0012, Attn: HR.

**Principals only -- No Recruiters**