

**Division:** Retail Banking  
**Reporting to:** Director, Facilities & Construction Management  
**Career Level:** Staff  
**Pay Type:** Salaried

**Job Overview**

The Coordinator, Facilities is responsible for the management of FirstOntario's facilities, ensuring the property is maintained to meet legal standards and FirstOntario requirements.

**Role**

- Provide front-line support from ServiceNow, the FirstOntario internal service request system, to address work order requests and prioritize work to ensure critical items are addressed promptly
- Support project initiatives from beginning to completion to ensure the environments of FirstOntario are safe and inviting for staff and members
- Conduct and document regular facilities inspections ensuring compliance with health and safety standards and industry codes
- Coordinate facility central services such as security, cleaning, waste disposal and parking, demonstrating the employee experience is a priority
- Collaborate and communicate with business partners
- Coordinate and manage intra-office movements for employees
- Supervise maintenance and repair activities of contract suppliers, facilities and equipment
- Be conscious of the impact that Facilities has on employee and member experience and passionately have their experience at the forefront of everything you do
- Develop and integrate best practices into your work habits to increase efficiency
- Be overly conscious of capital spend and budgets and accurately track and report on project spending, including building repairs and maintenance, when obtaining quotes and tenders from vendors
- Manage contractor and vendor relationships and contracts to ensure all delivery schedules, quantity and quality criteria are met
- Manage and follow-up on completed work by contractors and vendors, openly discussing concerns as they arise
- Advise on energy efficiency and environmental health and safety of FirstOntario's facilities, including thoughtful recommendations
- Quickly respond to facility and equipment alarms and system failures
- Consider health & safety as a primary concern to ensure the overall well-being of your team and members
- Perform other duties as assigned

**Required Skills**

- A post-secondary diploma or degree in Construction, Business, Architecture or Engineering,
- Training and/or credentials in a related discipline (e.g., Real Estate, Project Management, Facilities Management, Health & Safety, Property Management, Site Planning or Building Systems) or equivalent education plus relevant work experience
- Knowledge of principles and practices of project management and a working knowledge of principles and practices of Business Administration
- Understanding of financial acumen, such as budget management
- Knowledge of branch operations in the financial services industry
- Experience with electrical and mechanical systems
- Sound knowledge and experience of Health & Safety, Fire Code, AODA, Building Code regulations and requirements
- Demonstrated experience in construction, maintenance and all facets of facility operation

## **Job Description: Facilities Coordinator**

- Solid computer/systems knowledge (Ex. MS Excel, MS Word, MS Outlook)
- Be confident and skilled in taking the initiative, assessing requirements, developing plans and taking the lead in making plans a reality
- Be adaptable and an organized multi-tasker that thrives in a fast pace, growing work environment
- Be quick to respond to requests for service from all stakeholders
- Naturally foster high employee engagement and team spirit
- Openly share your knowledge with your team
- Inherently demonstrate a high level of integrity and be trustworthy
- Be more than approachable with your superior interpersonal skills and innately demonstrate superior written and verbal communication skills
- Be willing to work irregular hours as required to accommodate branch hours, contractor and vendor needs
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures

*Accommodations for persons with disabilities are available upon request during the application process.*