

Facilities and Mail Services Coordinator

POSITION SUMMARY:

The Facilities and Mail Services Coordinator plays a key role in maintaining the safety, functionality, and operational efficiency of the building and mailroom. This position is responsible for executing preventive maintenance, repairing equipment and building systems, assisting with mailroom operations, and ensuring a clean and safe environment. The role also includes the ability to respond to emergency maintenance calls during off-hours.

PRINCIPAL ACCOUNTABILITIES:

Job Knowledge:

- Demonstrates a solid understanding of HVAC, plumbing, and electrical systems maintenance.
- Proficient in standard procedures for building upkeep, repairs, and safety compliance.
- Familiar with operating mailing equipment, including inserters and mailing machines.
- Understands preventive maintenance strategies and troubleshooting techniques.

Judgement:

- Assess maintenance and repair situations to determine urgency and the most effective course of action.
- Prioritize tasks based on safety, operational impact, and time sensitivity.
- Exercise discretion when handling sensitive building or personnel-related information.
- Make informed decisions independently during off-hour emergencies or unexpected equipment failures.
- Use company resources responsibly and in alignment with organizational goals and policies.

Communication, Relationship Building and Teamwork:

- Report facility-related issues and safety concerns promptly to the Facilities Manager.
- Collaborate effectively with facilities and mailroom staff to support operational continuity.
- Communicate clearly with internal departments and external service vendors when necessary.
- Foster a team-oriented environment by actively supporting coworkers and sharing knowledge to ensure smooth daily operations.

Delivery and Productivity:

- Perform routine inspections and preventative maintenance on facility systems to prevent breakdowns.
- Execute timely repairs on HVAC, plumbing, electrical systems, and general building infrastructure.
- Maintain cleanliness in shared areas, restrooms, and workspaces.
- Assist with snow removal efforts in coordination with landscaping teams.
- Ensure all maintenance tasks are completed in compliance with safety guidelines and procedures.

Analysis/Business Insight/ Compliance:

- Track maintenance activities using computer-based logs and records.
- Monitor trends in repair frequency or system breakdowns to support preventative strategies.

- Assist in inventory management of maintenance supplies and mailing equipment consumables.

Leadership:

- Demonstrate ownership of responsibilities and take initiative in identifying and solving facility-related issues.
- Serve as a reliable team member by responding to off-hour emergencies as needed.
- Maintain high standards of workplace safety and influence others by example.

JOB REQUIREMENTS:

EDUCATION:

- High school diploma or equivalent required.
- Technical training or certifications in HVAC, electrical, or plumbing a plus.

EXPERIENCE:

- Prior experience in facility maintenance or a similar role preferred.
- Hands-on experience with mailroom equipment, such as inserters and mailing machines, is advantageous.

SKILLS:

- Proficient in basic plumbing, electrical, and HVAC systems.
- Able to operate mailing equipment and sort mail numerically.
- Strong troubleshooting and problem-solving abilities.
- Physical stamina to perform lifting, climbing, standing, and manual tasks.
- Basic computer skills for logging maintenance work.
- Effective time management and communication skills.