



Position Title: Facilities Coordinator | Assistant Manager

Reports To: Executive Director | Property Manager

Status: Full-Time (Non-Exempt)

Job Overview

The Facilities Coordinator position requires a strong understanding of property management operations, legal frameworks such as LIHTC and Fair Housing regulations, and excellent communication skills. The Facilities Coordinator plays a vital role in maintaining positive tenant relationships, facilitating leasing activities, and supporting overall property operations.

The Facilities Coordinator will manage and maintain our office spaces and building amenities. These responsibilities include overseeing maintenance and repair activities, ensuring building safety compliance, managing cleaning and security services, and coordinating space optimization projects. The ideal candidate is detail-oriented, proactive, and possesses excellent communication and problem-solving skills. The primary role of the Facilities Coordinator is to ensure that our facilities meet the needs of our employees and comply with health and safety standards. This position offers an opportunity to contribute significantly to our community by ensuring smooth property operations while fostering positive tenant relationships through professionalism and expertise.

Responsibilities

- Manage front desk operations, including greeting visitors and handling multi-line phone systems with professionalism and courtesy
- Maintain accurate records through data entry, filing, and proofreading documents
- Oversee calendar management and schedule appointments using Microsoft Office
- Support office management activities such as supply ordering, inventory tracking, and facility upkeep
- Provide exceptional customer support via phone, email, and in-person interactions, ensuring excellent phone etiquette and customer service standards
- Assist with clerical tasks including typing, document preparation, and document organization
- Coordinate meetings, prepare agendas, and manage time effectively to meet deadlines
- Conduct regular property inspections to monitor property conditions, oversee property leasing activities.



- Ensure adherence to Fair Housing regulations, Section 8 guidelines, and other legal standards governing landlord-tenant relationships.
- Assist in the administration of LIHTC programs and Section 8 housing vouchers, ensuring proper documentation and reporting.
- Conduct conflict management and negotiation with tenants regarding lease terms or disputes while maintaining professionalism and customer service excellence.
- Maintain accurate filing systems for legal documents, contracts, and tenant records.
- Collaborate with maintenance teams to coordinate property upkeep and address tenant repair requests promptly.
- Assist in completing tenant annual recertifications

Requirements

- Prior office management or administrative experience preferred
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint)
- Strong organizational skills with the ability to multitask efficiently in a fast-paced environment
- Excellent communication skills, both verbal and written, including phone etiquette and customer service experience
- Familiarity with clerical tasks such as filing, proofreading, data entry, and record keeping
- Demonstrated ability to manage time effectively and prioritize tasks for optimal workflow
- Proven experience in property management or real estate administrative roles; familiarity with property leasing processes is essential.
- Knowledge of LIHTC, Section 8 programs, Landlord-Tenant law, Fair Housing regulations, and legal administrative procedures.
- Attend training and conferences; complete annual compliance training
- Represent the Watkins Glen Housing Authority in a professional manner.
- Performing other duties assigned by the Property Manager



Education & Experience

- Associate’s degree with 2 years’ experience in property/facilities management
OR
- Three years’ experience in property/facilities management
- Prior experience with LIHTC & Section 8 housing rules/regulations is preferred
- Must pass a background check

Position/Hours

This is a full-time position with 35 hours weekly. Days and hours of work are Monday through Friday, between the hours of 7:30 a.m. to 4 p.m.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Other duties as assigned.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. All employees are employees “at will.”

I accept the position as outlined above and have read and understand the above job description.

Signature

Date

Management

Date