

To reinforce its Property Management team, Cofinimmo is looking for a new

Property Services Administrator (Helpdesk) M/F – part-time 4/5

FUNCTION

The Property Services Administrator receives and dispatches all the requests and/or complaints made by customers and organises the interventions at the customer premises, choosing appropriate subcontractors.

RESPONSABILITIES

Service Desk

- ✓ Receive the requests for intervention made by customers, by mail, telephone or via Cofinimmo's Extranet site
- ✓ Manage the requests, i.e. contact the maintenance companies, lift companies, cleaning companies or others able to respond to the customer requests
- ✓ Ensure proper execution of these interventions within the deadlines foreseen
- ✓ Ensure receipt of an intervention report from the companies intervening to Cofinimmo and from Cofinimmo to the customers and Property Managers
- ✓ Daily communication to the Property Managers of the various reports of interventions/patrols carried out outside office hours by the company Securitas

Procedures/Administrative tasks

- ✓ Update the file of the helpdesk procedures to be followed during and outside office hours and communicate them to the external company in charge of dispatching
- ✓ Update the file of properties to rent of Cofinimmo and communicate it to the maintenance companies in order to prepare them for commercial visits
- ✓ Statistics of receipt, by the deadlines, of the reports on interventions by maintenance companies via the Extranet site and dispatch of reminder letters if necessary.

Badges/Keys

- ✓ Order the copies of badges/keys
- ✓ Enter data of the badges/keys by allocating an internal reference
- ✓ At the request of the PM, draw up forms for handing over keys/badges to the tenants, intervening companies, works, etc.
- ✓ Log badges/keys in and out and return of the signed forms acknowledging receipt
- ✓ Prepare the forms, keys and badges on arrival or departure of a tenant
- ✓ On request, programme the badges on the various access control software

Reporting

- ✓ Draw-up of different reports linked to the Service Desk & Property Management activities
- ✓ Complaints statistics
- ✓ Quarterly evaluation of the Technical Maintenance companies
- ✓ Follow-up report on the different maintenance & control attests.

PROFILE

Hard skills

- ✓ Good knowledge of the languages NL, FR, ENG: oral and written
- ✓ Office automation knowledge **MS OFFICE: Word / Excel**
- ✓ Basic knowledge of SAP
- ✓ Experience 2 years in a similar position

Soft skills

- ✓ Analysis
- ✓ Problem-solving
- ✓ Initiative
- ✓ Personal effectiveness
- ✓ Customer orientation & experience - Sense of service
- ✓ Communication
- ✓ Accountability – Reliability
- ✓ Planning & organisation
- ✓ Respect of procedures

INTERESTED?

Please send your résumé and cover letter to our Human Resources team at hr@cofinimmo.be