



LONDON & MIDDLESEX
COMMUNITY HOUSING

JOB POSTING: Project and Facility Services Coordinator

JOB TITLE: Project and Facility Services Coordinator (Pest Control)
REPORTS TO: Manager of Client Services
WAGE RANGE: \$27.66 - \$31.44
HIRING RANGE: \$27.66
POSTING DATE: MARCH 14, 2025
CLOSING DATE: MARCH 21, 2025
COMPETITION: 2025-05

THIS POSTING IS FOR TWO (2) FULL-TIME TEMPORARY POSITIONS FOR UP TO TWELVE (12) MONTHS

The successful candidate for this temporary, full-time unionized position will support the Manager responsible for the delivery of service contracts. The positions will report to the Manager responsible for Pest Control.

Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: LMCH provides and maintains homes in a safe and supportive environment to meet the needs of the people we serve in our communities.

Vision: LMCH envisions healthy homes and communities in London and Middlesex. Leading by example, LMCH will help make a difference and positively impact lives using housing as the foundation.

LMCH Values:

| | |
|------------|-------------|
| To | Collaborate |
| To be | Accountable |
| To be | Responsive |
| To promote | Equity |



1. PURPOSE OF THE JOB:

The objective is to enhance the capabilities of the department in the following key areas:

1. Management of recurring service contracts such as garbage removal and Pest Management.
2. Administration of the Pest Management System
3. Improve tenant chargebacks

2. KEY DUTIES/RESPONSIBILITIES:

Pest Control Coordination

- To schedule, co-ordinate, process, and expedite Pest Treatment of all LMHC vacant units, preparing them for new occupancy.
- Support the goal of the corporation in meeting specified KPI's and minimizing the Corporation's idle inventory.
- This position requires regular and on-going co-ordination with Tenant Services, other Property Services staff & managers, City staff, and external contractors. The position will have responsibility for ensuring efficient back charging of tenant damage or neglect.
- Develop, in conjunction with the Manager and the Director, an improved system of administration leveraging the property management software to maximize efficiency and cooperate with PS and TS to improve the method of pest treatment using tools created.
- Support tenant admin in recording ingoing and outgoing conditions using the improved inspection process.
- Determine a charge back specification and, in cooperation with TSM and PSM, ensure an appropriate back charge is calculated and levied.
- Coordinate with the Manager responsible for Pest Management and PSMs to effectively deploy forces for pest treatments and pest management.
- Co-ordinate and process on an expedited basis, using judgement to ensure efficient and effective outcomes, for all steps involved in the pest management process (an example list is provided as an appendix).

Specific Tasks Related to Pest Management

- To create a pest treatment work order for all new vacancies, occupied units and common spaces.
- To schedule and process debris removals as required for occupied units as Tenants meet qualification requirements.
- To schedule and process pest inspections and treatments for all vacant units, occupied units, and common spaces.
- To schedule and process all pest control contractor work required
- To recall, reschedule, or cancel pest control contractors as required and log deficiencies.
- To act as liaison between pest control contractors and LMCH to discuss concerns and resolve problems.
- To ensure adherence to current LMCH Policies and Procedures.
- To ensure all scheduled work is completed within established time frames.
- To maintain pest control records in Yardi Enterprise (or current system employed) and in a paper filing system.
- To monitor on an on-going basis the progress of pest control work, and communicating as required with various LMCH staff to ensure timely completion of the pest control work orders. This includes using judgment on the escalation of issues to Managers for additional decisions.
- Prepare, process, and maintain tenant charge records for pest control prep in the event of non-access and/or non-preparedness.
- Monitor standards and recommend process improvements and work with LMCH staff to develop standards, methods and improve process.
- Report Monthly on KPI, performance pipeline and identify potential issues.
- Assist the Senior Manager, Property Services or successor as required.
- Perform other related activities as necessary or as assigned.
- Carry out all duties to maximize the positive implementation of the Strategic Plan

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- Post-secondary diploma or certificate
- Two to three years' experience in a related field



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- Knowledge of applicable legislation, including but not limited to the Housing Services Act, Residential Tenancies Act and the City of London Housing Division Notices and local policies.
- Knowledge of preventive maintenance programs
- Computer literacy, including effective working skills of MS Word, Excel, Outlook and Yardi software
- Excellent communication, interpersonal, relationship building, and customer service skills
- Strong attention to detail and a high degree of accuracy
- Ability to record meeting minutes and proofread to ensure accuracy
- Must possess a valid driver's license and have access to a vehicle. Travel will be required within the City of London and/or County of Middlesex
- Knowledge of construction/technical and legal terminology/methods; contract administration including policies, regulations and procedures related to the tender process considered an asset

4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:

- Working knowledge of cultural, social and demographic patterns relating to vulnerable priority populations.
- Knowledge of and commitment to harm reduction and low barrier service.
- Committed to work in an interdisciplinary, diverse setting.
- Understanding of and sensitivity towards the belief systems of other groups, the complexity of those facing poverty and in need especially as they affect their mental health and behaviour.
- Commitment to non-violent crisis intervention, de-escalation, and supporting tenants.
- Strong work ethic and positive team attitude.
- Demonstrating knowledge and valuing of client's life situation.
- Working with diverse communities with sensitivity, creativity, innovation, language and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK and VULNERABLE POSITION SCREENING:

This position requires the successful candidate submit a current Police Records check from their local police service. A current LMCH employee who is the



successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.

6. SALARY & BENEFITS:

Hourly rate range \$27.66 to \$31.44. You will receive 4% in lieu of benefits and 4% vacation pay on each pay.

Normal working hours are 8:30 A.M. to 4:30 P.M. Monday to Friday with some work required outside of this schedule from time to time.

WHAT'S NEXT:

Once you apply, we'll review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.

Here's your chance to bring your knowledge and expertise to our team and contribute to providing better homes and better neighbourhoods. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by 4:30pm, March 21st, 2025.
Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Spencer Harrold
Human Resources Assistant
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@lmch.ca



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London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!