



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/30

## Bilingual Facilities Services Coordinator (English/French) Or (English/Spanish)

|                    |   |                       |
|--------------------|---|-----------------------|
| <b>Job ID</b>      | <b>CD-9A-FE-27-79-F4</b>  |                       |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=CD-9A-FE-27-79-F4">https://careers.indigenous.link/viewjob?jobname=CD-9A-FE-27-79-F4</a> |                       |
| <b>Company</b>     | BGIS  |                       |
| <b>Location</b>    | Kamploops, British Columbia   |                       |
| <b>Date Posted</b> | From: 2020-11-11  | To: 2020-12-11        |
| <b>Job</b>         | Type: Full-time   | Category: Maintenance |
| <b>Languages</b>   | English/French Or English/Spanish   |                       |

### Description

BGIS is a leading provider of real estate management services, including facilities management, project delivery services, energy and sustainability solutions, building performance management, workplace advisory and management, and real estate services. With a combined team of over 7,000 team members globally, BGIS inspires better business performance across its client's real estate portfolios by developing and implementing real estate and facilities management strategies. Globally, BGIS manages over 300 million square feet of client portfolios across 30,000+ locations in North America, Europe, the Middle East, Australia, and Asia.

#### SUMMARY:

The Bilingual Facilities Services Coordinator provides customer service and front line support to BGIS clients with respect to the maintenance and operations of their buildings. Specific responsibilities include, but are not limited to, handling inbound service requests received via telephone, email, and web interface and initiating work orders to support timely fulfillment and resolution of client requests. The Facilities Services Coordinator I is required to provide service in English, French, and/or Spanish.

The Operations Centre is a critical environment within BGIS, responsible for receiving and dispatching facilities service requests for its clients 24/7/365. Currently, the Operations Centre provides facilities management support to over 40 clients across different industries and handles over 900,000 service requests a year. The work environment is fast-paced and client-service focused. In order to ensure ongoing performance success, Operations Centre team members are measured against service delivery metrics.

This role is an exciting opportunity for students wishing to learn about facilities management.

#### KEY RESPONSIBILITIES:

- Learns basics of Facilities Management Service Delivery
- Learns specific client account details, the service request/work order management systems, the telephony system, and BGIS Operations Centre policies, processes, and operating procedures
- Fills basic client requests including creating and dispatching work orders to appropriate internal and external service providers and relaying appropriate information to front line facilities managers
- Assesses and accurately assigns a level of priority to facilitate timely fulfillment of service requests
- Learns techniques for troubleshooting service issues, communicating with internal technicians and Facility Managers, external service providers, landlords, and other relevant parties
- Receives guidance and support in completing service requests including activities such as proper work order processing, dispatching, and the communication of information.
- Provides customer service support in either English, French, and/or Spanish
- Participates in program initiatives undertaken by the Operations Centre
- Maintains confidentiality of client account information and other confidential information. Conducts work in a professional manner
- May be required to demonstrate Operations Centre capabilities to potential and existing clients and to prospective hires by having such people Y-cord into live calls
- May be required to provide training to new Team Members
- Other duties as assigned

#### Work Hour Availability Requirements

- 7/24/365 environment requiring open availability; rotating shifts between 5 am PT- 8 pm PT
- Weekends and holiday work availability on a rotational basis.
- May be required to work overtime

#### ESSENTIAL QUALIFICATIONS:

##### Education:

High school completion plus enrolment in a specialized technical or business course

##### Knowledge & Skills:

- Demonstrates language proficiency (both verbal and written) in English and French and/or Spanish, including proper grammar, spelling and punctuation. Clear and effective communication skills in all languages.
- Basic understanding of the facilities/property management industry and knowledge of facility operations and maintenance is an asset.
- Strong customer-service orientation and demonstrated customer service skills.
- Demonstrated ability to learn new processes, tools, and other relevant information quickly, with proven ability to apply learning to the job.
- Ability to work in a fast-paced, multi-client environment with the ability to apply various client-specific business processes to individual service request situations.
- Demonstrated ability to gather information, accurately assess issues, and assign a level of priority; effective probing and problem-solving skills.

• Demonstrated organizational skills.

• Ability to sustain concentration over a prolonged period of time and pay attention to details.

• Demonstrated computer proficiency including solid keyboarding skills.

• Demonstrated personal leadership attributes incorporating a commitment to ongoing development and continuous learning.

**How to Apply**

Click Apply Now!