

**Worcester Housing Authority  
630 Plantation Street  
Worcester, MA 01605**

**POSITION TITLE:** Outside Services Coordinator

**DEPARTMENT:** Maintenance (Control Center)

**STATUS:** Non-Exempt

**SALARY:** \$24.7252/hour (AFSCME, Level 6)

**POSITION SUMMARY:**

Reporting to the Control Center Supervisor, the Outside Services Coordinator assists the Maintenance Department in soliciting, coordinating, scheduling, tracking, and overseeing services performed by outside contractors, vendors, inspectors, and WHA personnel. The Outside Services Coordinator also provides general administrative support to the Control Center. This is a full-time, onsite, union position located in Worcester, MA. Hours of work are Monday through Friday, 8:00 a.m. through 4:30 p.m.

**ESSENTIAL FUNCTIONS:**

1. Solicits and monitors the progress and satisfactory completion of assigned outside services, including maintaining the Outlook calendar, meeting with vendors as needed to explain the work being assigned, assigning purchase orders, and tracking progress.
2. Reviews, reconciles, and processes invoices for payment in accordance with contract pricing and terms.
3. Ensures that vendors are notified of, and compliant with, state and/or federal prevailing wage laws.
4. Coordinates with various departments to schedule work with outside contractors, vendors, and WHA staff.
5. Maintains detailed and up to date logs and spreadsheets pertaining to outside services, including the internal service tracking log, the yearly vendor expenditure log, and service/expenditure logs for elevators.
6. Schedules the annual testing of WHA building sprinkler systems, emergency generators, fire extinguishers, elevators, and other equipment, tracking progress from start to completion.
7. Works with the Purchasing Department to seek and contract new vendors to enlarge service vendor pool.
8. Assists in the management of the fleet vehicle maintenance program, including scheduling preventative maintenance, inspections, and repairs, processing paperwork, insurance claims, and reporting issues.
9. Assists the Control Center with administrative duties such as answering phones, filing, preparing correspondence and reports, greeting and receiving residents and visitors, and other tasks as assigned.

**OTHER RESPONSIBILITIES:**

1. Performs similar job-related duties as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. High school diploma or equivalent required; college degree preferred.
2. Minimum of three (3) years of professional office experience doing similar work.
3. Basic knowledge of purchasing/purchase order processes and procedures preferred.
4. Intermediate to advanced computer skills, specifically in Word, Excel, and Outlook; ability to prepare spreadsheets and reports, and to quickly learn and master software programs.
5. Strong written and verbal interpersonal communication skills.
6. Detail oriented and analytical; ability to review complex invoices, regulations, and contract language and spot irregularities or inconsistencies.
7. Ability to multi-task, stay organized, and prioritize work independently.
8. Exceptional customer service skills; ability to calmly, professionally, and effectively negotiate.
9. Positive attitude; team player.
10. Ability to be relied upon to be available for work.