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A career at ICBC is an opportunity to be part of a talented, diverse and inclusive team that is driven to serve its customers and community. Make the most of your skills and take the opportunity to grow and develop your career. You can expect a competitive salary, comprehensive benefits and a challenging work environment. Drive your career with us.

ICBC is committed to being an inclusive employer, one that reflects the diversity of the people and communities of British Columbia.

Title: Facilities Operations Coordinator
Location: North Vancouver Head Office
Employment Type: Permanent Full Time

Internal:

Position Highlights

The Facilities Operations department is hiring a permanent Facilities Operations Coordinator to join the team at head office in North Vancouver. This role will provide coordination services to the department and for ICBC owned and leased facilities.

We are looking for a candidate who has previous experience in a Facilities related role and is highly detailed and adaptable. Your flexibility to move between multiple priorities, ability to proactively problem-solve and proven ability to coordinate and organize activities is best suited in a fast-paced environment. You are a proactive and solution oriented individual with sound judgment who can anticipate needs and take independent action on a broad range of administrative tasks and projects.

You have the ability to identify and escalate issues and connect business needs in a dynamic, ever changing environment. Your collaborative nature has proven beneficial for your team when ensuring tasks are completed in a timely manner.

Some of your responsibilities will include;

- Provides customer support on the facilities service desk. Receives/responds to issues from customers (primarily online), records in database, prioritizes/schedules work based on nature of issue, prepares work order and refers to external vendor or internal technician.
- Assists in the administration of renewal, negotiation and tender of contracts related to facilities
- Responds to problems, complaints and enquiries relating to facilities operations from internal customers as well as service contracts from internal and external sources
- Efficiently uses the facilities software to receive, assign, monitor and report Service Requests, and to enter data and create activities in Maintenance Module.
- Provides administrative support to the manager and department staff, including producing correspondence and reports, monitoring expenditures and submit requests for fund increase, creating requests for Purchase Orders, ordering supplies, maintaining files and records, sending notices to ICBC locations.



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The above requirements would typically be acquired through high school graduation plus job specific skills training related to Facilities Operations.

- Position requires a minimum 2 years of experience in a facilities related role.
- Excellent attention to detail to work with data provide clerical support with detail and accuracy
- Strong organizational and time management skills to plan, schedule and coordinate multiple activities in an environment of changing tight deadlines, priorities and requirements
- Advanced proficiency with MS Word, Excel, PowerPoint and Outlook.

Non-negotiables:

The hours for this position are 7:30am to 3:30pm. The location is North Vancouver head office.