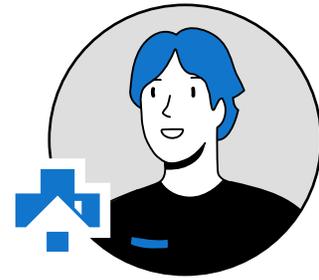


Maintenance Coordinator Responsibilities



1. Intake and Management of Melds: They schedule and coordinate Melds, for all properties and units within the market. This involves communicating with residents, property owners, techs, vendors, and property managers to ensure a quick Speed of Repair.

 **Daily** Keep an eye on your email notifications and Dashboard filter for New Melds that are not assigned to a vendor or technician. There should be very few to 0 Melds in that filter at the end of each day. However, if a Meld Workflow Trouble shooting chat has gone out than you will want to see if the Meld can be remediated through resident troubleshooting.

 **Weekly** Melds that have been sitting for longer than 7-14 days should be considered a high priority for follow up. Determine the next steps if there has not been any recent communication or change.

2. Responding to Melds in the Meld Chat: A MC receives and prioritizes maintenance requests from and assesses the urgency and nature of the Meld.

 **Daily** As Melds come in Property Meld workflows can determine if they are high priority and the Workflows will also send out immediate troubleshooting.

 **Weekly** Tracking Chats per Meld is an important metric to ensure Communication is not being lost.

3. Vendor and Tech Coordination: When a Meld needs to be assigned out to a vendor or technician it is the MC's responsibility to make sure it is getting to the right person.

 **Daily** Do you have pictures for each Meld so you understand the residents problem? Was any troubleshooting performed on the Meld to be communicated to the vendor or technician?

 **Weekly** Are Melds moving to the Scheduled filter. It is the MC's responsibility to make sure the vendors are scheduling inside Property Meld to ensure the proper workflow. All Melds should be scheduled, or you will see a 5 day increase in your Speed of Repair.

- 4. Owner Communication and Cost Approval:** Maintenance coordinators may assist or have full responsibility in getting the approval to move forward on a bid or job. Whether that clearance is provided by the Owner or by the Property Manager.

- 5. Compliance and Safety:** Ensuring properties meet safety standards, codes, and regulations is crucial. Maintenance coordinators may oversee compliance with health and safety regulations, building codes, and environmental standards.

- 6. Reporting and Communication:** MCs will have access to Insights and in some cases, Insights Pro so they can track what metrics are moving in the right direction.
 - **Metrics to start tracking:** Resident Submission Rate, Chats per Meld
 - **Key Metrics:** Resident Satisfaction, Speed of Repair, Percentage of Melds Scheduled

- 7. Emergency Response:** In situations requiring immediate attention (such as floods, power outages, or severe damage), a MC must know who to contact to minimize property damage and ensure resident safety.

- 8. Resident Satisfaction:** Maintenance coordinators are the point for residents, addressing their concerns regarding property maintenance, ensuring their satisfaction is an important role of an MC.
 -  **Daily** As Melds are completed getting as many ratings as possible should be a goal so that they can understand where the department needs to adjust practices.
 -  **Monthly** MCs are typically held accountable for Meld ratings as they control engagement and vendor relationships through each maintenance submission.

- 9. Continuous Improvement:** They may recommend improvements to maintenance processes, workflows, chat templates, or vendors or techs that are higher performers.

