



Tenant Services Coordinator

Winnipeg, MB, Canada

JOB DESCRIPTION

Who We Are

BGIS is a leading provider of customized facility management and real estate services. With our combined team of over 6,500 globally, we relentlessly focus on enabling innovation through the services we deliver, while actively looking for new opportunities that will enable innovation for our clients' businesses. Globally, we manage over 320 million square feet of client portfolios across 30,000+ locations in North America, Europe, Middle East, Australia and Asia. Further information is available at www.bgis.com

SUMMARY

The Tenant Services Coordinator supports BGIS clients by coordinating the delivery of small-scale maintenance projects, workspace changes, design services and office services. This position is also responsible for coordinating the resolution of tenant issues related to the delivery of tenant service projects. They are also responsible for assembling the scope and specifications, tendering, financial administration and monitoring contractor performance for tenant service and base building projects.

KEY DUTIES & RESPONSIBILITIES

- Receive, process and validate service requests received by telephone, e-mail, and personal visits and maintain service call / work order tracking as required
- Co-ordinate BGIS and subcontracted forces to deliver required tenant services within the scope of the position
- Provide assistance and support to Facility Managers with respect to the delivery of small-scale tenant service projects by determining skills required, assisting with selection of contractors, monitoring performance, budget, quality control, and assigning work

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- Review contract work, report any discrepancies to Facility Manager and request Purchase Orders
- Proper interpretation of client work processes, workplace culture and policies is essential for effective Tenant Services delivery
- Other duties as assigned

Knowledge & Skills

- High school completion plus a specialized technical or business course
- More than one year up to three years of job-related experience
- Superior client management/customer service skills
- Effective Interpersonal skills, with an emphasis on communication (verbal/written)
- Knowledge of project delivery and tendering processes
- General knowledge of commercial building systems and/or construction
- Strong organisational, coordination and documentation skills with the ability to multi-task
- Ability to work independently
- Ability to interpret contracts, as required
- Proficiency with CAD will be considered an asset
- Specific experience and skill related to the assignment – facility management, churn, facility infrastructures, client industry sector, government sector, etc.
- Proficient with MS Office and email software

Licenses and/or Professional Accreditation

- Valid driver's license (as required)

At BGIS we believe that diversity and inclusion is a key business driver, such that we never lose sight of its importance as it is woven into the fabric of our organization. We are committed to maintaining a barrier-free recruitment process by providing equal employment opportunities through recruiting and retention of individuals of all backgrounds. We recognize that promoting diversity is an essential component of our continuing pursuit for organizational success!

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JOB INFO

Job Identification	227580
Posting Date	11/19/2025, 10:06 AM
Job Schedule	Full time
Locations	 Winnipeg, MB, Canada
Working Arrangement	Hybrid
Assignment Category	Full-time temporary

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