

JOB OPPORTUNITY 2026

Federal Business Centers, a privately held commercial real estate developer located in Raritan Center, Edison, New Jersey seeks a **PROPERTY MAINTENANCE DISPATCH COORDINATOR to provide support for the **PROPERTY MAINTENANCE TEAM** and various departments throughout the Company as required.**

The Property Maintenance Dispatch Coordinator handles the end-to-end service request process, from initial customer intake to dispatch and close out. Supporting the Managers and Director, this role will provide communication to the customer, service call status updates, and customer satisfaction follow-up communications. Also provides essential administrative functions, including call data summaries and invoice review and processing.

- Manages the Customer Service Request system for all requests that come in from customers via email or phone.
- Dispatches FBC Foremen for rapid response and tracks real-time progress updates.
- Assists PM Managers with monthly call accounting, data summaries, and operational reporting.
- Maintains proactive client communication regarding resolution status.
- Closes service requests and conducts follow-ups to verify customer satisfaction.
- Identifies and escalates opportunities for enhanced customer relations follow-up from a member of the Customer Relations (CR) Team.
- Under the direction of the Property Maintenance (PM) Managers ensures seamless 24/7 coverage of the Customer Service phones/emails.
- With the PM Managers, stays apprised of scheduled and unscheduled time off for the Foremen to ensure consistent operational coverage across all service lines.
- Supports Operations and Financial Services (FS) with invoice processing via Nexus software.
- Reviews Safety Patrol daily reports and tour logs to ensure 100% completion.
- Communicates operational issues and/or safety gaps to management immediately.
- Executes incident reporting by alerting relevant parties of critical field events.
- Other duties as assigned, including cross-training for other coordinator roles in the department.

Compensation: Base Rate Range \$67,000-\$77,000 based on a 40-hour work week. Rate and total compensation package to be determined by several factors including the selected candidate's education, experience, knowledge, skills, and abilities, as well as alignment with market data.

Monday – Friday: 8:00 a.m. to 5:00 p.m. with a one-hour lunch. (Non-Exempt)

Full Company paid benefits include medical, prescription, dental, health fairs, 401K with Company match, life insurance, short- and long-term disability benefits, quarterly and annual bonus programs, tuition assistance, vacation, and sick days, and approximately twelve paid holidays.

The Company holds regular meetings for education, training, and celebrations, and we have a company bowling team and other such gatherings associated with team camaraderie. The Company also provides complimentary daily breakfast, lunch, beverages, and afternoon snacks.

Please email resumes to:

Dawn White, Executive Director of Human Resources and Nanci Cooney, Assistant Director of Human Resources. Email: dwhite@fbcnj.com and ncooney@fbcnj.com

Interview Process:

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| Step One: | Brief telephone interview with Human Resources. |
| Step Two: | Application, resume and transcript review, basic skills assessments, writing samples, initial interviews, and facility tour with Human Resources. |
| Step Three: | Interviews with team members and applicable department leaders. |
| Step Four: | Final interview(s) with the team leader. |
| Step Five: | Contingent offer of employment subject to positive results from background and reference checks by outside agencies, and a negative result on the drug screen at the post offer physical. |