

Generic Work Description

Position Title: Official Residence Coordinator

Position Classification Level: GS-04

SUMMARY:

Under the direction of the Head of Mission, the Chancery/Official Residence Coordinator is responsible for the general maintenance and upkeep of Canada's hospitality platform at the Mission¹. The Chancery/Official Residence Coordinator is responsible for preparation of meals for the HOM family and for small receptions. The Coordinator is also responsible for ensuring the cleaning and maintenance of the Mission and/or OR including the inventory of assets. The position also contributes to the creation and maintenance of a high-quality hospitality platform in collaboration with the HOM, the HOM's Assistant, Embassy staff, suppliers and vendors.

DUTIES

A. Official Hospitality Duties

- Coordinates contractors and makes necessary arrangements when Mission is hosting an event; maintains attendance records of contract personnel and confirms timesheets for salaries
- Oversees the arrangement of tables, table settings, floral arrangements and indoor and outdoor furniture as required;
- Assists HOM'S Assistant in maintaining a schedule of all official Embassy activities, including all hospitality events, repairs scheduled (and signaling well in advance any conflicting events);
- Assumes the role of server during official events, including oversees and/or coordinates contracted servers to prepare, set and serve dinners, receptions and other forms of official hospitality;
- Receive guests during official functions, ensuring they sign the guest book and direct them to a reception area.

B. Culinary Duties

- Prepares and serves meals for the HOM and family.
- Plans and prepares and serves all hors d'oeuvres and meals, coffee, tea/or drinks for small receptions or events at the Mission, OR and off-site locations;

¹ Note: the term mission in the work description includes the official residence, the chancery, the staff quarters, the commission or high commission or any other facility and/or program requirements within the Canadian embassy and mission responsibility.

- Ensures that the kitchen, and worktops , are cleaned and sanitised before and after use, and floors are swept and cleaned on a daily basis;
- Ensures proper food management with respect to safety and hygiene, freshness, proper storage and disposal as required.

C. Official Residence Housekeeping duties :

- Oversees and/or assists with the housekeeping duties such as polishing of furniture, washing and vacuuming of carpets and floors, cleaning bathrooms and toilet facilities; cleaning windows, shining silver, brass and copper items; dusting chandeliers and removing, washing, and rehangng curtains throughout the Official Residence and/or Mission.
- Coordinates laundering of official linens, tablecloths and related articles used for official functions;
- Reports all damage, breakage and/or loss of household items including china, silverware, crystal, art work, furniture pieces in a timely manner;
- Controls the access to the Official Residence including answering the telephone and the door and taking messages as required;
- Oversees and/or assists with the watering and maintaining of indoor and/or patio plants;

D. Material and Supply Responsibilities:

- Financially tracks food, wine, materials and supplies as well as verifies and maintains official hospitality inventories and advises the HOM of any additional supplies or equipment required or missing;
- Provides cost estimates for food and supply purchases for events and maintains records of food and menus from all official hospitality events, the amount of food and beverage consumed, and any other incidences as required including completion of hospitality forms for food and wine consumption, flowers, etc.;
- Assists the Common Services Section in maintaining a running inventory of all Mission kitchen equipment and reports all malfunctioning appliances to the supervisor and/or Common Service Section following up as required;
- Prepares and/or reviews shopping lists and materials requested by OR cleaners, purchasing any necessary supplies when authorized to do so and submitting all necessary receipts. Purchases groceries and maintains the hospitality platform running account, and tracks and plans all kitchen expenditures.

E. Other Duties:

- Oversees work of maintenance contractors for projects undertaken at the OR-and/or-Chancery

- Carries out duties to uphold mission security and safety and health policies and procedures.
- In collaboration with the mission security team, ensures the security of the Official Residence, particularly during the absence of the occupants, and/or at the end of official events and that all doors, windows and shutters at the Official Residence are closed and locked prior to leaving at the end of the work day.
- Performs other duties as required.