

## MAINTENANCE AND SUPPLY TECHNICIAN

Willow Domestic Violence Center is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

### JOB SUMMARY

---

Reporting to the Property Manager, the Maintenance and Supply Technician (MST) is a key member of the Willow Domestic Violence Center team and is responsible for supporting the day-to-day operations of the Agency. In compliance with priorities and initiatives set by the Director of Operations and Facility Manager, the MST effectively supports shelter and administrative operations, client activities, and overall shelter programs in alignment with the agency's mission.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

---

#### Purchasing

- Ensures that all Willow working staffed sites have supplies delivered and stocked as scheduled.
- Orders, purchases, transports and stocks food and supplies as specified by Willow Chef.
- Maintains the food storage areas in compliance with Agency and licensing standards.

#### Maintenance

- Ensures that all Willow working staffed sites have supplies delivered and stocked as scheduled.
- Conducts in-house safety inspections to include fire extinguishers, lights, etc. and schedule inspections required by regulatory bodies.
- Assists in performing seasonal landscaping and exterior (including snow removal) maintenance, as instructed by the Facility Manager.
- Removes/disposes of garbage and recycling in administrative building as scheduled.
- Assists in maintaining a scheduled garbage and recycling removal and cleaning process for direct service building.
- Completes or coordinates facility repairs as needed.
- Provides upkeep and cleanliness of areas assigned per schedule and according to standards.
- Ensures Agency vehicles are kept in working condition and clean at all times.
- Fulfills needed repair requests as specified by the Facility Manager.
- Assists in monitoring the physical condition of the property and immediately corrects unsafe conditions.
- Assists in ensuring the property is clean and presentable.

#### Interpersonal and Organizational Skills

- Demonstrates positive interactions with all Willow clients, staff and community members using a trauma-informed approach.
- Attends and participates in required Agency meetings and trainings.
- Demonstrates the ability to manage stress and to appropriately deal with challenges, changes, and crises occurring in the workplace.
- Safeguards the privacy of clients, staff, families, and all other stakeholders in every aspect of performing the job.
- Maintains confidentiality regarding all shelter and business activities, and completes all job responsibilities in an ethical and culturally-competent manner.
- Complies with all other agency policies.

#### Client Services

- Maintains adequate supplies to support the shelter.
- Monitors inventory levels and supplies and informs the Facility Manager when shortages occur and provides details.
- Transports clients to new safe housing, shelter, or appointments as needed.
- Partners with children's program coordinator to help set up field trips, activities and events for families.
- Transfer donations and other items between Willow facilities.

### Documentation and Reporting

- Provides appropriate information or documentation upon request to Agency management in compliance with grant or funder requirements.
- Provides appropriate information or documentation upon request to the Facility Manager in compliance with safety standards or government rules and regulations.

---

### OTHER ESSENTIAL DUTIES

- Must be able to lift packages or supplies weighing up to 40 pounds
- Must be able to move about designated service areas and climb stairs frequently to access materials and supplies, make deliveries, clean and provide light maintenance.
- Performs other duties as assigned.

---

### QUALIFICATIONS

- Associate's Degree in Human Services or related field preferred or 2 years' experience working with diverse populations.
- A minimum of one year professional maintenance experience or equivalent preferred.
- Excellent oral and written communication skills.
- Adaptability and flexibility.
- Valid New York State driver's license.

---

### HOW TO APPLY

Submit cover letter and resume by mail or email:

◦ Mail: P.O. Box 39601, Rochester, NY 14604

◦ Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health, dental, and vision insurance, paid time off, and a 401k retirement plan.***