

Job Description

MAINTENANCE & SUPPLY TECHNICIAN

JOB SUMMARY

Reporting to the **Facility 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 Facility 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

- Shops for operations and maintenance/facility supplies as directed.
- Unloads vehicles and delivers supplies to Willow sites as directed.

MAINTENANCE

- Conduct in-house safety inspections with documentation of Life Safety equipment. These include fire extinguishers, emergency signs and lights.
- Assists in performing seasonal landscaping and exterior maintenance, as instructed by the Facility Manager.
- Exterior maintenance includes snow blowing, shoveling, and salting to supplement work by contractors.
- Removes/disposes of garbage and recycling at main building on daily basis and other Willow sites as needed.
- Lead role in preparing trash, recycling and bulk items for scheduled pickups by City of Rochester.
- Complete or coordinate installations and repairs of facility assets as needed.
- Installations and repairs to include prep and painting; light bulb replacement; HVAC filter cleaning and changing; unplugging drains and toilets; changing water filters.
- Inspect, maintain, change, repair doors and windows.
- Paint walls, ceilings, doors in facility.
- Provides upkeep and cleanliness of areas assigned per schedule and as needed to ensure property clean and presentable.
- Assists with moving, loading, unloading and storage of supplies, furniture and equipment.
- Ensures Agency vehicles are always kept in working condition and clean.
- Assists in monitoring the physical condition of the property and immediately corrects unsafe conditions.

INTERPERSONAL & 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.
 - Transfer donations and other items between Willow facilities.
 - Occasionally move items from donor locations to Willow and/or client home.
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DOCUMENTATION & 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 DUTIES AS ASSIGNED

- ✔ Must be able to lift packages or supplies weighing up to 50 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.
- ✔ Occasional work on 8 ft ladder; step ladder work common.
- ✔ Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- ✔ A minimum of (4) years professional maintenance experience or equivalent preferred.
- ✔ Multiyear experience working with diverse populations.
- ✔ Excellent oral and written communication skills.
- ✔ Basic computer and phone skills to send/receive text, emails, participate in Zoom/Teams meetings.
- ✔ Adaptability and flexibility.
- ✔ Valid New York State Driver's License.

ADDITIONAL INFORMATION

- ✔ Department: Operations
- ✔ Location: Shill Family Building
- ✔ Reports to: Facility Manager
- ✔ Hours/Status: Full-time/Non-Exempt
- ✔ Pay Range: \$22.00/hour

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦ Email: 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 paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.