



Job Description

Job Title	Maintenance Coordinator	Department	Administration
FLSA Status	Non-Exempt	Reports to	Director of Operations
Classification	Full-time or Regular Part-time	Revision Date	10/11/2016

Job Summary: Under the direction of the Director of Operations, the Maintenance Coordinator is responsible for the appearance, cleanliness, safety, and functionality of the DAIS building, physical plant, and grounds. The Maintenance Coordinator responds to emerging maintenance needs and conducts daily monitoring to ensure facility needs are met and maintained in a safe and efficient manner, and that daily custodial tasks are completed. The Maintenance Coordinator may be assigned to coordinate major projects relating to buildings, grounds or the physical plant. The Maintenance Coordinator also conducts preventative maintenance activities and works with vendors as directed. The Maintenance Coordinator work schedule includes on-call responsibilities to address emergency facility issues as well as planned facility maintenance, and may include evenings and weekends.

Supervises: None

Qualifications

- Associate's degree in a related field or journeyman's card preferred, however high school diploma/equivalency plus related training and three years related work experience may be considered in lieu of a degree.
- A minimum of three years related maintenance experience required.
- Experience and willingness to work closely with volunteers to address short- and long-term projects.
- Knowledge of building design, HVAC, plumbing and electrical systems required.
- Ability to effectively work with diverse populations required.
- Ability to effectively and sensitively interact with traumatized populations required.
- Ability to understand, monitor and critically review contracts for facility services, and the ability to work effectively with said vendors.
- Must possess knowledge and experience with building and fire codes, OSHA regulations, fire alarm systems and associated fire safety systems.
- Possesses the ability to, and is willing to use basic hand and power tools needed for routine, non-licensed maintenance work.
- Bilingual preferred.

Competencies

- **Adaptability & Flexibility:** Adapts to changing business needs, conditions, and work responsibilities.
- **Problem Solving Attitude:** Approaches situations and challenges in a solution based proactive and effective manner.
- **Respectfulness & Relationship Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Self-accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments and tasks.
- **Time Management:** Organizes work, sets priorities, and determines resource requirements to effectively manage time and achieve goals.
- **Operation of Equipment:** Uses equipment, tools, and machines to perform work; learns and understands the functions, purposes, and limitations to ensure safety and proper use.
- **Safety Awareness:** Maintains an awareness of conditions and circumstances that impact one's own safety or the safety of others.
- **Professionalism & Personal Boundaries:** Conducts oneself within appropriate and expected professional boundaries and policies.
- **Attention to Detail:** Diligently attends to details and pursues quality in accomplishing tasks.

Duties and Responsibilities:

Maintenance Coordination

- Develops a functional understanding of all essential building systems to assure systems are operating correctly and efficiently. Systems include: electrical, mechanical, security, elevator, fire suppression and plumbing, heating and air conditioning systems.
- Responds in a timely fashion to maintenance and repair needs. May be directed to work with vendors for maintenance and repair when outsourcing is necessary.

- Completes all necessary painting, structural repairs to masonry, woodwork, and furnishings of buildings, and maintains grounds. Assures daily cleaning is completed.
- Maintains positive working relationships with vendors, contractors, engineers, employees and volunteers.
- Requisitions necessary tools, equipment, and building and maintenance supplies under the direction of the Director of Operations.
- Tracks all maintenance and facility issues and provides weekly report to Director of Operations of the issues and how those issues were resolved.
- Develops and maintains files to track and ensure updating of all warranties in effect.
- Coordinates replacement plan and purchasing of all furniture and equipment under the direction of the Director of Operations.
- Assists with deliveries of large donations from drives as needed.
- Serves as primary on-call contact for building-related emergencies. In conjunction with Director of Operations, ensures 24/7 response to maintenance emergencies when on-call or as requested.
- Responsible for maintenance of building equipment and maintains directory of repair contact information for easy reference by others.
- Conducts office moves as directed.
- Completes room set up for meetings, including arranging furniture as requested by meeting organizer.
- Meets routinely with Director of Operations to provide updates on facility-related issues.

Quality Assurance

- Under the direction of the Director of Operations, adjusts work procedures to meet organizational needs.
- Ensures proper appearance of the facility and grounds by promptly addressing internal and external cosmetic and cleanliness issues, including but not limited removing litter and other debris from the premises.
- Recommends changes in working conditions and use of equipment to increase efficiencies.
- Coordinates all required building inspections. Provides inspection reports to Director of Operations.

Safety

- Under the direction of the Director of Operations, conducts biannual fire drills.
- Monitors all life safety systems on a daily basis to assure systems are operating correctly and efficiently.
- Maintains required Material Safety Data Sheets (MSDS) to ensure compliance with applicable laws.

General Responsibilities

- Maintains agency forms as required.
- Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.
- Attends trainings and continuing education activities as assigned.
- Provides cross-departmental and/or cross-functional support and services as needed or requested to ensure organizational needs are met; participates in related cross-training to ensure consistency and continuity of services and tasks.
- Promotes an atmosphere of extraordinary customer service.
- Performs other duties as assigned.

Physical and Environmental Requirements

- Work is primarily performed in a secured residential facility setting with communal areas, as well as in an office setting.
- Work requires the ability to ascend or descend stairs or ladders, as well as the agility to move about and position self efficiently to perform physical tasks.
- Regularly exposed to cleaning products, caustic chemicals and solvents, and dust and noise.
- Routinely operates heavy machinery.
- Regularly required to move or transport supplies or equipment weighing up to 50 pounds unassisted.
- Routinely works in outdoor weather conditions.

Other Requirements

- Attend DAIS New Staff Core Training Program.
- Satisfactory Criminal Background Check.
- Have a valid WI driver's license, proof of vehicle insurance, and access to a vehicle during work hours.
- Obtain or maintain account with a financial institution for direct deposit of pay checks.

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions and duties of the position.

Employee Name (please print): _____

Employee Signature: _____ Date _____