

## **POSITION DESCRIPTION**

Position: Maintenance/Custodial Technician  
Program: Capitol Park Shelter  
Reports to: Facilities Program Director and Program Manager  
Status: Non-exempt  
Date Prepared: 7/2019

### **POSITION SUMMARY:**

The Maintenance/Custodial Technician is responsible for the overall custodial and maintenance duties at the Shelter as needed. This individual is responsible for assuring quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for overall custodial/maintenance duties at the Shelter.
  - 1. Maintain the general interior upkeep of program sites to meet all county codes and to insure all equipment is in safe working order.
  - 2. Remove garbage, dust, vacuum.
  - 3. Ensure overall cleanliness of bathrooms.
  - 4. Replenish paper products as needed.
  - 5. Conduct required inspections of grounds to ensure the safety of the interior of the program.
  - 6. Make recommendations to Facilities Program Director and Program Manager on necessary maintenance repairs, preventive maintenance and property improvements.
  
- B. Responsible for all areas of daily communication with supervisor and stay in compliance with company policies.
  - 1. Report all resident and staff concerns and/or infractions that can impact the client security.
  - 2. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  - 3. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives. This would include weekend on-call coverage.
  - 4. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
  - 5. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for residents and all personnel.
  
- C. Responsible for self-development
  - 1. Continually learn and enhance technical and interpersonal skills.
  - 2. Attend staff meetings/assigned training seminars and complete required certifications (i.e. CPR, First Aid, etc.).

**EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires demonstrated ability to perform general grounds keeping, custodial, maintenance, and equipment operation, communicate and comprehend oral and written instructions, and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance, and ability to meet our insurance carriers guidelines is required.

**SPECIFIC SKILLS REQUIRED:**

- Ability to interpret instructions / guidelines from maintenance manuals
- Ability to perform preventive and routine maintenance on tools, equipment and attachments
- Teamwork skills
- Oral and written communication skills
- Ability to de-escalate crisis situations and assist residents and staff in emergency situations
- Organizational skills
- Analytical and decision making ability
- Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

**PHYSICAL REQUIREMENTS:**

- Lift and move up to 50 pounds
- Physically able to safely maneuver weight distribution of a client in an emergency situation
- Able to climb stairways and ladders on a regular basis
- Stand, walk, bend, stoop, and sit frequently
- Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Facilities Program Director and Program Manager or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Maintenance/Custodial Technician is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

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**This Maintenance/Custodial Technician job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_