



POSITION DESCRIPTION

Position: **Facilities & Kitchen Assistant**
Reports to: Shelter Manager

Status: Non-Exempt
Schedule: Part-time; hours vary
Date Prepared: August 10, 2017

POSITION SUMMARY:

This position is responsible for the daily cleaning and ongoing maintenance of the Utah's Place building and grounds. In addition to the shelter's general upkeep, the Facilities and Kitchen Assistant also supports the Culinary Enrichment Instructor, ensuring that the shelter kitchen, its equipment, and supplies are clean and well maintained.

ESSENTIAL DUTIES AND RESPONSIBILITIES – FACILITIES ASSISTANT:

- Ensures preventive maintenance for the building, equipment, and grounds.
- Assigns chores to guests and caretakers, overseeing the completion of the tasks.
- Performs repairs as needed and within area of expertise including, mechanical, electrical, plumbing, carpentry, and painting and in accordance to accepted codes.
- Assists in the inspection of the physical plant, furnishings and equipment on a regular basis identifying needed repairs or improvements and advises the Shelter Manager or Program Manager of recommended solutions timely.
- Helps bag up guest clothing that exceeds program guidelines.
- Ensures strict adherence to community fire safety and hazardous chemical procedures, promptly address all unsafe conditions or equipment problems.
- Greets guests, visitors, and staff courteously, respecting individual dignity, rights and confidentiality standards.
- Performs floor care on an ongoing basis, including common areas, offices and/or dormitories. This includes sweeping, mopping, scouring and vacuuming.
- Removes trash gathered by guests and staff on a daily basis.
- Ensures that outdoor walking areas and parking lot are clean and in good repair and free of debris.
- Assists in lifting and transporting heavy objects, including receiving shipments and furniture.
- Keeps inventory of all tools and equipment. Identify when supplies need to be re-ordered. Restock inventory.

ESSENTIAL DUTIES AND RESPONSIBILITIES – KITCHEN ASSISTANT:

- Picks up food from the Food Bank and Interfaith Food Ministries. Organizes food once it is brought back to the shelter.
- Deep cleans the kitchen and equipment including ovens, range, refrigerators, utensil bins, perishable and dry storage and pantry areas.
- Supports and assists the food provider groups as needed and responds to urgent cooking needs if required.

- In the absence of the Culinary Enrichment Instructor, the Facilities & Kitchen Assistant assists and facilitates the needs of the dinner food provider groups through communication with the Program Manager.
- Reports any equipment malfunctions, product shortages, fire or safety issues, personnel or guest issues immediately to the Culinary Program and Kitchen Manager and/or Program Manager.
- Removes all outdated food products as directed by Culinary Enrichment Instructor.
- Ensure all health and safety codes are adhered to as stated in the California Retail Food Code.

Examples of Regular Duties:

Daily

- Cleans all outdoor deck and ramp areas as needed. Uses signs when floors are wet.
- Cleans off conference room table and puts items where they are properly stored.
- Moves any donations to Bread & Roses shelves in shed.
- Maintains order in all closets and sheds—organizing according to how the shelves are labeled.
- Delivers all supplies to appropriate area and unpack any supplies delivered.
- Cleans two downstairs bathrooms: toilet, sink, and floor. Provide back up to the guest bathroom downstairs.
- Restocks downstairs bathrooms: toilet paper, soap, and towels.
- Checks dumpsters and ensure boxes are broken down and area is clean.
- Maintains a clean kitchen and its equipment as directed by the Culinary Enrichment Instructor.
- Cleans all ware-wash items and provide back up for the cleaning of towels and aprons.
- Supports and assists food provider groups as needed or as directed by the Culinary Enrichment Instructor.
- Supports and assists the Culinary Program as needed.

Weekly

- Cleans, mops and vacuums floors in all staff offices including the administrative offices.
- Empties garbage in staff offices and bathrooms, including the administrative offices.
- Keeps side of building by kitchen door organized/clean (removes clutter).
- Facilitates recycling of recyclables.
- Tidies bus stop and outside areas, including garden.
- Assigns chores to guests and volunteers for cleaning projects as needed.
- Removes all outdated food products as directed by Culinary Enrichment Instructor.

Ongoing

- Replaces worn-out items (torn chairs, outdoor mats).
- Maintains working bathrooms.
- Ensures beds are structurally maintained.
- Ensures flooring is in good shape.
- Touches up paint as needed.

- Repairs items on the Facility Repairs and Maintenance List.
- Perform other related duties as assigned.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Design – Generates creative solutions; uses feedback to modify designs; applies design principles; demonstrates attention to detail.
- Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management – Coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills – Strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service – Responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; able to read and interpret written information.
- Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Leadership

- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change.
- Delegation – Delegates work assignments to guests when appropriate.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Organization

- Business Acumen – Understands business implications of decisions; aligns work with strategic goals.
- Cost Consciousness – Works within approved budget; conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in

how business is conducted, and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); or six months to one year of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and interpret documents such as schedules, safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and write routine office communications, schedules, lists and emails. Ability to speak effectively with groups of volunteers, members of the general public and employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Gmail).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have a current and valid driver's license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Self-directed with the demonstrated ability to manage multiple projects and multiple priorities. Ability to take ownership of projects and see them through to completion.
- Ability to work independently with minimal supervision.
- Must be able to communicate clearly and effectively with others.
- Ability to work within a team structure, interacting with staff, volunteers, the general public and shelter guests both individually and in a group setting.
- Physical ability to perform routine maintenance and repair work.
- Knowledge of electrical, HVAC, and other construction trades preferred.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand for long periods of time, walk, bend, kneel, squat, push, climb ladders, and stoop, and occasionally sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Must have the ability to travel across, up and down a variety of surfaces (stairs, ramps, uneven terrain).

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

This 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.

Employee Printed Name: _____ Date _____

Signed: _____