

Facilities Technician II

Full-time/Benefits Eligible

Monday – Friday 8:30 am - 5:00 pm*

**Flexibility with this schedule may be needed, depending on projects and ability to respond to emergencies when needed*

Pay Rate*: \$20.50/hour (not negotiable)

**Does not include bilingual differential pay*

PLEASE NOTE: if you are interested in applying for this position, please go to emergecenter.org/employment to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.

Emergence Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, able-ism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

POSITION OVERVIEW

The Facilities Technician II is responsible for the day-to-day maintenance, repairs and upkeep of the agency's facilities, vehicles, equipment and grounds along with occasional facilities-related projects and preventative maintenance under the supervision and direction of the Operations Manager.

While small, the Facilities Team plays an important role in the organization, as they are key in ensuring that Emergence's facilities are clean and comfortable for the program participants we serve. Due to the nature of our work and the trauma that survivors have experienced, it is crucial that the Facilities Technician is empathetic, flexible and uses clear communication skills with co-workers, participants and community stakeholders to ensure that the needs of domestic violence survivors are centered in the decision-making process.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Maintains confidentiality and trust for all employees, participants and visitors
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency
- Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance

- Demonstrates respect, courtesy and dignity for all
- Maintaining boundaries with program participants and discretion around confidentiality
- Responds in a timely manner in all aspects of communication
- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties
- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

ESSENTIAL DUTIES

- Coordinates with the other members of the facilities team, including the Facilities Tech I and Operations Manager, about duties and functions for day-to-day maintenance, repairs and operations of all sites including vehicles and equipment.
- This position requires more in-depth knowledge and experience across multiple trades than the Facilities Tech I position with the ability to work independently.
- Facilities Tech II is skilled in multiple trades to include but not limited to electrical work, plumbing, welding, mechanical repairs, HVAC repairs, security systems, vehicle service and repair, facilities ADA upgrades, security and access control systems, furniture repair, moving, assembly, roofing repairs, facilities renovation and remodel work, exterior lighting and upkeep of landscaping and grounds.
- Facilities Tech II inspects facilities site buildings and equipment for routine preventative maintenance implementation/recommendation of needed repairs.
- Daily and ongoing review and coordination/collaboration with facilities team regarding Maintenance Requests/Tickets via online work order system.
- Prioritizes excellent customer service by ensuring a timely response to all Maintenance Requests submitted by employees.
- Flexible hours may be needed at times, in order to get specific projects done during a time that does not disrupt families living at our emergency shelter, or to test certain equipment at a specific time (i.e. lighting in the dark), renovation and remodel work, water shut downs, HVAC major service/repair.
- Ability to respond to emergencies or other time sensitive matters during scheduled shift, after hours, or weekend hours.
- Accurately codes and submits all invoices and receipts
- Ensures proper maintenance and tracking of all agency equipment/tools while providing feedback and reporting of faulty, defective, non-operational or unsafe equipment, vehicles, ladders or tools.
- Adheres to agency policies and procedures and all City, County, State and Federal regulations
- Maintains confidentiality of shelter sites and participants
- Attends all trainings and meetings as required

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 3 years of work, professional or life experience (personal), as well as:

Note: *Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.*

- Demonstrate understanding of how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence and must be accounted for in operational systems used by the agency
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Ability to build authentic relationships with team members, managers, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback

- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability
- Knowledge of carpentry, plumbing, electrical, refrigeration, etc.
- Knowledge of cooling and heating systems
- Proficient written and oral communication
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail, calendars
- Highly organized and multi-tasked oriented
- Risk management skills related to facilities maintenance and upkeep
- Ability to work independently as well as in a team setting on various trades; self-motivated, ability to prioritize tasks, knowledge of building codes per trade.
- Ability to quickly understand complex problems and devise effective solutions

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 5 years of work, professional or life experience (personal), as well as:

- The ability to read and interpret blueprints, basic schematics, technical manuals, and mechanical drawings
- Basic understanding of the dynamics of domestic abuse and/or sexual violence
- Hands-on experience in installation, repair and maintenance of residential & commercial properties across multiple trades, mechanical systems and equipment.
- Experience coordinating work with vendors, contractors etc.
- Bilingual (English/Spanish) preferred

OTHER REQUIREMENTS

- Ability to obtain appropriate fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance

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.

- Must be able to sit or stand for long periods of time
- Provide CPR/First Aid
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to participants or the public and to convey detailed spoken instructions to other workers accurately or quickly
- Must be able to lift up to fifty pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine
- The employee is frequently required to stand; walk; use hands to handle, and/or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl
- Must be able to climb or use ladders according to the task/job in a safe manner complying with OSHA and general safety standards. Perpetual use of safe industry work practices and use of PPE.

Emerge is an equal opportunity employer

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