Facilities Coordinator

Full-time/Benefits Eligible

Bilingual (English/Spanish) Preferred

Monday – Friday, 9:00 a.m. – 5:00 p.m.

Annual Salary: $56,750.40 (not negotiable)*

**Bilingual differential pay available.*

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.

Emerge 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 Coordinator supports the day-to-day maintenance, repair, and overall upkeep of Emerge's facilities, vehicles, equipment, and grounds to ensure safe, functional, and welcoming environments across all program sites. Working under the direction of the Director of Operations, this role assists with routine maintenance, urgent repairs, after-hours triage support, and facility-related projects that directly impact the health, safety, and habitability of spaces used by participants and staff. As part of a small but essential team, the Facilities Coordinator plays a critical role in creating environments that promote dignity, comfort, and stability for survivors of domestic violence. This position requires flexibility, strong communication, and a trauma-informed, participant-centered approach when interacting with staff, participants, and community partners. The Facilities Coordinator contributes to an environment where safety, respect, and equity are reflected not only in services, but in the physical spaces themselves.

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

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Commits to upholding the agency's mission, vision, community guidelines and values. We value diversity, inclusion, equity, and belonging in all that we do.
- Engage in radical service to, and acceptance of, staff and participants as they are, by committing to showing up with integrity and love and encouraging all to use their power to affect change.
- Commits to creating and maintaining a safe, equitable, trauma-informed, and healing work environment for all participants and staff members.
- Commits to a culture of understanding how our collective actions affect participants' efforts to regain their independence and rebuild their lives.
- Assess potential crisis situations responding to, and accurately documenting, in an equity-centered and trauma-informed manner while notifying appropriate personnel as soon as possible.
- Follow all protocols and practices of Emerge programs, as well as all city, county, state, and federal rules.

- Displays an ability to identify problems and generate a range of solutions utilizing creativity, collaboration, open communication, and critical thinking skills.
- Champions the organization's culture of feedback by consistently providing and seeking feedback and encouraging others to do the same.
- Maintains confidentiality of shelter sites and information pertaining to all staff, participants, and visitors.
- Dedicated to personal development, furthering knowledge, services, and approaches to better meet the needs of participants and staff
- Strives for innovation by incorporating new tools, practices, and mindsets that support relationship building, rest, restoration, and healing; not only for collective liberation but also for our individual wholeness, freedom, and ability to thrive.
- Attend all meetings and trainings as required.

ESSENTIAL DUTIES

Maintenance, Repairs, and Site Upkeep

- Performs day-to-day facility maintenance across all program sites, including minor plumbing, electrical, HVAC, welding, and mechanical repairs as assigned
- Assists in larger renovation and remodeling projects, including demolition, site preparation, tear down, and setup
- Supports furniture assembly, ADA-related modifications, and repair of safety features such as exterior lighting, roofing, security systems, and access control
- Maintains cleanliness, safety, and overall upkeep of exterior grounds and landscaping

Work Order Management & Team Communication

- Reviews and responds to incoming maintenance requests in Freshservice, ensuring timely, respectful, and participant-centered resolution
- Coordinates daily with Facilities Technicians and the Director of Operations to prioritize and complete work requests across all Emerge locations
- Communicates clearly with shelter staff and program teams to minimize disruption and support continuity of services
- Provides trauma-informed engagement when entering or working within participant spaces, maintaining respect, privacy, and dignity

Casita Turnover & Shelter Support

- Ensures participant rooms are prepared for new arrivals using standardized Room Readiness Checklists and supply lists
- Receives and reviews 48-hour exit notifications, assesses turnover needs, and collaborates with shelter staff to coordinate timely room readiness
- Inspects and resets rooms after participant exit to ensure safety, cleanliness, and dignity, in alignment with trauma-informed and equity-centered principles
- Completes Health and Safety Checklists for all rooms prior to occupancy

Inventory & Asset Management

- Tracks and manages inventory of room supplies, linens, and furnishings to ensure items are safe, functional, and accessible to participants
- Differentiates between survivor belongings, donations, and Emerge-owned property, ensuring appropriate tagging, labeling, and handling
- Supports cross-site inventory coordination and transport in partnership with Facilities staff
- Maintains accurate casita inventory logs and reports defective, unsafe, or non-functional items in a timely manner

Tools, Vehicles, and Equipment

- Ensures safe use, maintenance, and storage of agency tools, vehicles, and equipment
- Assists with routine vehicle inspections, service scheduling, and minor maintenance
- Identifies, reports, and removes unsafe, faulty, or expired tools and materials from circulation

Shelter-Based Technology and Smart Building Support

- Assists with the upkeep and basic troubleshooting of smart building systems, including lighting, keyless entry, sprinkler systems, security systems, solar panels, and automated features
- Collaborates with Organizational and Facilities leadership to identify and resolve infrastructure-related technology issues
- Accurately codes and submits invoices and receipts in alignment with agency procurement and financial policies

Work Schedule & Availability

- Maintains flexibility to work evenings, weekends, or adjusted schedules as needed to respond to urgent facilities needs, complete time-sensitive projects, or minimize disruption to shelter residents
- Manages real-time triage and dispatch of staff to address urgent operational and facilities-related issues across all shifts. Ensures timely, appropriate responses that prioritize safety, habitability, and participant impact, and makes clear decisions regarding response and escalation in alignment with operational protocols

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **2 years** of work, professional or life experience (personal), in the following areas:

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
- Basic 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 on occasion, prioritize tasks and be self-motivated.
- Ability to quickly understand complex problems and devise effective solutions

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **3 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
- 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 (as applicable)

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.

WORK ENVIRONMENT

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the jobholder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- Staff will be exposed to moving mechanical parts and vehicles
- Noise level in the work environment varies based on the agency site and day/time
- Indoor and outdoor field environments
- Travel from site to site
- Exposure to noise, dust, grease, smokes, fumes, solvents, toxic agents/chemicals, gases and electrical currents
- All types of weather and temperature conditions
- Exposure to hazardous traffic conditions
- Work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain

Emerge is an equal opportunity employer

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