Facilities Technician

Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred
Monday-Friday 8:00am-4:00pm
**Flexibility with this schedule may be needed, depending on projects and ability to respond to emergencies when needed*
Pay Rate*: $22.00/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.

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 Technician I is responsible for assisting in the day-to-day maintenance, repairs and upkeep of the agency's facilities, vehicles, equipment and grounds along with occasional facilities-related projects, under the supervision and direction of the Director of Operations.

While small, the Facilities Team plays an important role in the organization, as they are key in ensuring that Emerge'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
- 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 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

- Coordinates with the other members of the facilities team, including the Facilities Tech II and Operations Manager, about duties and functions for day-to-day maintenance, repairs and operations on all sites including vehicles and equipment
- Performs general maintenance, repair, renovation, and improvement work across agency facilities using knowledge of multiple trades
- Assists with facility renovations, remodeling, site preparation, installation, cleanup, and restoration of work areas
- Conducts routine inspections to identify preventive maintenance needs, repairs, safety concerns, accessibility issues, and operational problems
- Reviews, updates, prioritizes, and coordinates Maintenance Requests through the agency's online work-order system
- Provides timely, professional, and responsive service to employees who submit maintenance requests
- Maintains flexibility in work hours when projects, testing, repairs, or service interruptions must occur outside regular operating hours to reduce disruption to participants and families
- Responds to facilities emergencies and other time-sensitive matters during scheduled shifts and, when assigned, after hours or on weekends
- Accurately codes and submits invoices, receipts, and required purchasing documentation
- Maintains and tracks agency tools, equipment, vehicles, and supplies and promptly reports damaged, defective, missing, unsafe, or non-operational items
- Follows agency policies and procedures and applicable city, county, state, and federal requirements
- Maintains the confidentiality of shelter locations, participant identities, and protected information
- Attends required trainings, meetings, safety briefings, and team coordination activities

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 2 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
- Possesses working knowledge of general building maintenance, including carpentry, plumbing, electrical systems, refrigeration, heating, and cooling systems
- Applies facilities-related risk management practices to maintenance, repairs, equipment use, and property upkeep
- Communicates clearly and professionally, both verbally and in writing
- Uses email, electronic calendars, work-order systems, and other basic computer applications effectively
- Organizes and prioritizes multiple responsibilities while maintaining attention to safety, quality, and follow-through
- Works effectively both independently and collaboratively and demonstrates initiative and self-motivation
- Assesses complex problems, identifies practical options, and implements 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
- 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

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 job holder 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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