



<b>Job Title</b>	Facilities Associate	<b>Department</b>	Facilities
<b>FLSA Status</b>	Hourly/Non-Exempt	<b>Reports to</b>	Facilities Manager
<b>Classification</b>	Full Time	<b>Revision date</b>	April 2022
<b>Schedule</b>	Monday - Friday, Some Weekends & Evenings	<b>Hours</b>	10 am to 6:30 pm
<b>Pay</b>	\$17/hr	<b>Benefits Eligibility</b>	Yes

### **About Us**

**YWCA Glendale and Pasadena is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all.** YWCA Glendale and Pasadena's purpose is to ensure the health, safety and economic empowerment of women, children, and families and to strengthen communities to prevent and break the cycle of domestic violence. We provide resources and support to survivors of domestic violence and their children and through our education and prevention efforts we empower women, girls and families to build healthy relationships, achieve self-sufficiency, and live free from all forms of oppression. Our programs include a 24/7 Crisis Hotline, a 16-bed Domestic Violence Emergency Shelter, a Domestic Violence Community Services Center that provides case management, legal services, adult and child counseling, trauma informed childcare, and housing navigation support, a Violence Prevention Education and Outreach Program, a Girls Empowerment Program that offers after school programming, summer camp and STEAM education workshops and mentorship, and racial justice training and advocacy in collaboration with the Coalition for an Anti-Racist Glendale and other social justice organizations.

### **Position Summary**

Under the supervision of the Facilities Manager, the Facilities Associate is responsible for janitorial and maintenance services of the building, offices, and rental spaces as well as overseeing traffic through the main entrance of facility, providing information and assistance to visitors, receiving donations and providing information and maintaining the safety of employees, participants and the facility. The Facilities Associate's schedule will vary depending on the needs of the organization and will include: open, close, and secure the building, daily as scheduled, event set-up on evenings and weekends. This position must demonstrate cooperative behavior with supervisors, subordinates, colleagues, participants, and the community at all times.

In addition, the Facilities Associate will assist YWCA Glendale & Pasadena with construction and maintenance projects.

The position includes access to information of a confidential nature. Strict adherence to agency procedures and protocols is required.

### **Essential Tasks**

These are core functions of the job. **Additional duties may be assigned as needed.**

### **Security/Front Desk Reception**

- Proactively greet and assist all persons who enter the building in a friendly, helpful, and professional manner, and with the highest degree of customer service.
- Provide assistance to tenants, participants, and the general public, when needed, by directing them to the appropriate department and/or staff person, helping to ensure they arrive at their destination in a timely manner.
- Receive and reject donations from the community with guidance from the community relations team.
- Report safety concerns, security breaches and unusual circumstances both verbally and in writing.
- Patrol premises, actively observe and monitor all visitors to the facility, and address any suspicious behavior that could be in violation of YWCA Glendale & Pasadena policies.
- Document daily walkthroughs on sign-in sheets throughout the workday.
- Assist in de-escalating upset people and if necessary, escort them out of the premises.
- Document all incidents on appropriate forms (Unusual Occurrence) and submit to supervisor.
- Assist members by opening doors for them, providing information on rental services, recreation programs and other services, and other general customer service duties.
- Escort members and staff to their personal car as necessary.
- Secure the main entrance to the building. Responsible for locking and unlocking main doors, as well as reviewing security monitor.
- Patrol morning and afternoon parent drop and pick up for Head Start Pre-School.
- Ensure that bulletin boards and flyers are up to date at all times.
- Maintains confidentiality of any incoming or outgoing mail, faxes, emails and other correspondence.

### **Custodian**

- Work with supervisor on setting priorities regarding cleaning, maintenance duties, and special projects.
- Move furniture as needed and ensure that furniture is properly anchored.
- Set up tables/chairs for meetings/special events, as needed.
- Assist with mopping floors and disinfecting bathrooms daily. Ensure all paper products and soap containers are stocked.
- Assist with wiping down walls, toilets, sinks, bathroom stalls, and doors with disinfectant at least daily.
- Assist with emptying all trash cans, recycle, and compost receptacles daily.
- Clean glass windows weekly.
- Assist in emergency preparedness, including serving a role in the evacuation of the building when necessary.
- Cleans, sweeps, dusts, and mops employee offices.

- Work in tandem with emergency personnel to address any and all emergency situations. Clear pathways, maintain space, open doors, direct them to site, and provide assistance as needed.
- Work in tandem with the Safety Committee to stay up to date on safety and emergency preparedness principles. Assist YWCA Glendale & Pasadena staff and members during an emergency.
- Maintain order, direct staff and members to safety location, and ensure building is evacuated.
- Responsible for reporting and addressing any building damage, repair or maintenance issues throughout the building. Report any safety concerns immediately to your supervisor and take action to prevent it.

#### **Additional Duties**

- Assist with participant care as directed.
- Assist with monitoring and implementation of employee safety.
- Monitor and provide feedback on ways to increase quality improvement.
- Adhere to a strong code of ethics, integrity, and trust.

#### **Desired Knowledge**

- Performs semiskilled and unskilled manual tasks related to the maintenance and repair of buildings and grounds, equipment, and appliances.
- Excellent time management and organization skills.
- Self-motivated, dependable, proactive approach, and works well under pressure.
- Knowledge and respect of all confidentiality issues.
- Ability to take initiative and work independently, as well as collaboratively in a team.
- Strong leadership skills.
- Skilled in effective conflict resolution.
- Strong analytical skills with demonstrated ability to apply process improvement approach to problem solving.
- Excellent public speaking and outreach skills while maintaining personal boundaries.
- Core competencies expected: commitment to quality service, team focused, collaboration, self-accountability, and work standards, fostering diversity, equity, and inclusion, good judgement, problem solving, and professionalism.

#### **Minimum Qualifications**

- High school diploma or equivalent required.
- At least 21 years of age.
- Must possess effective written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner; must be able to use initiative and independent judgment within established guidelines.
- Must be able to frequently prepare written reports and logs in neat, legible handwriting; may require computer skills.
- Must be able to read and understand all operating procedures and instructions.

- Must display exceptional customer service and communication skills.
- Must remain flexible to ever-changing environments and adapt well to different situations.
- Ability to maintain satisfactory attendance and punctuality standard.
- Neat and professional appearance.
- Ability to handle both common and crisis situations calmly and efficiently.
- Read, understand and clearly speak English; constantly use speech and hearing (correctable to normal level required) in communicating with public/co-workers, giving and receiving instructions, using phones.
- Must be able to handle pressure of working with high volume general public (constantly to occasionally depending on assignment) and have a high stress tolerance level.
- Operate a vehicle and provide proof of insurance and clean driving record. Must possess a valid California Driver's License and have access to vehicle during work hours.
- Any combination of skills and experience that demonstrates the ability to perform this job effectively.
- Core competencies expected: initiative, collaboration, orientation to service, self-management and capacity for self-evaluation, fostering diversity, equity and inclusion, problem solving and conflict resolution.

### **Job Requirements**

- Complete a LiveScan background check.
- Full Covid-19 vaccination required.
- Experience in the following areas: painting, installation of light fixtures and flooring, shampooing carpets, event set-up and breakdown, assembling furniture, and repairing walls and furniture.
- Work with individuals of diverse backgrounds in a non-judgmental manner, along with being able to be flexible.
- Willingness to work evenings and weekends, as needed.
- Demonstrate initiative and professionalism; ability to work independently and maintain workload, and ability to multi-task.
- Maintain orderly work environment and perform tasks in a prescribed and safe manner.
- Work independently and as a team member.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to suggestions, input, and change.
- Operate modern office equipment, including computer, phone, fax, copier, etc.
- Understand and carry out both oral and written instructions in an independent manner.
- Communicate effectively and tactfully in both oral and written forms.

### **Physical Requirements**

- Candidate must be able to lift, move, or transport supplies and equipment up to 30 pounds.
- Movement within office environment and ability to climb stairs.

- Ability to write by hand and use keyboard to perform general office functions.
- Ability to communicate by speech and hearing continuously.
- Ability to sit for extended periods of time.
- Stand or walk constantly (for up to an entire shift) on various surfaces (tile, concrete, carpet).
- Climb stairs, ramps, or ladders occasionally during shift.
- Occasionally bend/twist at waist/knees/neck to perform various duties.
- Constant use of both hands and arms in reaching/handling/grasping while using phone, notepad, writing reports, and other administrative tasks.
- Visual acuity (close, distant, peripheral vision, and the ability to adjust focus and view accurate color perception and objects at near distances) needed for detail work and computer use.
- Work in various environments including adverse outdoor conditions such as cold, rain, or heat.
- Constant mental alertness and attention to detail required while setting priorities and following up on assignments.