Facilities Coordinator Position Description

Organization: Interfaith Hospitality Network of Greater Cincinnati
Position: Facilities Coordinator (FT)

Required Qualifications:

- Experience working in social services setting.
- Experience working with homeless populations preferred.
- Experience working in Microsoft Office Suite.
- Ability to use computer effectively, including email.
- Experience with/ability to perform light maintenance, painting, and related tasks.
- Good mobility, including frequent use of stairs and frequent walking.
- Have reliable personal transportation for travel during the workday.

The ideal candidate will embody:

- Commitment to serving those in need.
- Reliable and dependable attendance.
- Excellent problem solving ability.
- High degree of initiative, autonomy and accountability.
- Excellent written and verbal communication skills.
- A good sense of humor in a sometimes high-pressure environment.
- Appreciation and sensitivity for a culturally diverse staff and client base.
- Ability to lift up to 50 pounds.
- Ability to perform routine manual work such as cleaning, light maintenance, and painting.
- Ability to be flexible around changes in operations that arise.

Summary:
The Facilities Coordinator oversees all of IHNGC’s facility needs, including the day center and two satellite housing sites, ensuring locations are safe, welcoming, accessible, and in good, functioning order. This role is unique and requires a dynamic individual that can both plan and provide for facility needs, using contractors, vendors and sometimes performing light maintenance tasks, as well as interface with clients, fellow staff members and visitors employing a collaborative and helpful approach. It requires a high degree of autonomy, problem-solving skills and initiative. Efficient time management and anticipating future needs are also important elements of this position.

Responsibilities:

Day Center Facility

- Ensure a safe and orderly work environment for clients, free of debris and clutter
- Assist with light building maintenance and repairs
- Assist with cleaning and sanitizing client areas, where turnover happens, including locker room, restrooms, kitchen areas, where needed
- Maintain inventory of client supplies, research pricing for items and place orders when needed
- Where needed, process donations, including greeting donors and having them fill out paperwork, as well as organizing in designated storage area
- Organize and maintain building keys and keep records of keys provided to staff
• Coordinate on-going lawn, garbage, extermination and cleaning services with vendors
• Receive and respond to maintenance requests and determine course of action (internal response or vendor)
• Work closely with operations team to address facilities issues and assist with facility needs
• Maintain current list of vendors available for use at all facilities
• Rotate responsibility of managing day center foot traffic for a portion of the work day (visitors, guests and clients that come and go throughout the day)
• Greet and direct visitors appropriately, as needed

Shelter Guests
• Provide clients with requested information and materials from case managers
• Respond to guest supply or facility needs
• Assist with closing duties by making announcements, communicating with guests and relaying messages
• Prepare welcome and exit baskets for clients, as needed
• Remind clients of the rights and responsibilities associated with being in shelter and utilizing the day center facility, as needed

Satellite Housing Facilities
• Maintain documentation/status of transitional housing apartment units, as well as inventory of furniture and appliances within each
• Coordinate on-going lawn, extermination and cleaning services with vendors
• Receive and respond to maintenance requests and determine course of action (internal response or vendor)
• Manage apartment turn-over process including light maintenance, retaining vendors for repairs when needed, documenting damages, inspections for readiness and communicating with IHN staff about apartment availability
• Work closely with co-workers to address facilities issues and assist with facility/resident needs that arise
• Organize and maintain building keys and keep records of keys provided to staff and residents
• Respond to emergency lock outs

Administrative
• On rotating basis, receive mail and packages and distribute to staff and guests
• Answer and direct phone calls and emails
• Operate copy/fax/scanning machine
• Exercise good data entry skills in Microsoft Word and Excel

Team
• Attend designated meetings and coordinate duties as appropriate with team members
• Other duties that arise

Accountability: Accountable to the Vice President
Compensation: $40,000/year
Benefits: medical, dental, life, vision; retirement; casual/flexible work environment.
Hours: 9am-5pm, Monday-Friday, some flexibility required
To apply: Send resume and cover letter to Vice President, MerryBeth McKee, at merrybeth@ihncincinnati.org.