



## **Delivering Innovation in Supportive Housing (DISH) Job Announcement: Lead Janitor**

Delivering Innovation in Supportive Housing (DISH) is looking for a Lead Janitor. The Lead Janitor position is a part of the central Janitorial Team that ensures the DISH quality standards are observed across the entire portfolio. The Lead Janitor is responsible for ensuring high quality janitorial services at seven SRO sites with a total of 520 individual housing units, plus offices. The Lead Janitor assures that quality control is streamlined across the portfolio assisting the Janitorial Supervisor in ordering, training, and implementation of Janitorial Standards. In conjunction with the Janitorial Supervisor the Lead Janitor provides support and direction on special projects and preventative janitorial maintenance issues. The Lead Janitor works with the Janitorial Supervisor to make sure daily tasks are completed according to protocol. This position requires a high standard of accountability, ability to work in a team environment and to be energized by attention to customer service, and a commitment to effective use of resources.

The Lead Janitor position is an hourly, non-exempt position and reports to the Janitorial Supervisor. Non-exempt employees work a standard 40 hour week. Time beyond 40 hours per week is at management's discretion and must be pre-approved

### **Qualified Applicants must be interested in:**

- Ending homelessness with a housing first approach in a hard reduction setting
- Providing great customer service in a supportive housing setting
- Collaborating on housing retention as a goal for all tenants
- Implementing nontraditional approaches to property management in a social justice and racial justice context
- Assisting in the day-to-day operation of their property
- Maintaining strong occupancy and rental income levels
- Developing a supportive environment for all tenants using trauma-informed approach
- Interacting with and overseeing vendors in partnership with the Facilities Department
- Collaborating with onsite support services providers, the San Francisco Department of Homelessness & Supportive Housing (HSH), and other DISH site staff in pursuit of excellence.
- Providing building oversight and administrative coverage when the General Manager is absent
- Performing a variety of responsibilities, including a range of administrative duties, front desk coverage, and scheduling of desk clerks

**AGENCY DESCRIPTION:** Delivering Innovation in Supportive Housing believes that everyone deserves a home. Every day, we provide high-quality, permanent housing to San Franciscans who suffer from serious health issues—because with our help, they can get off the streets, rebuild their lives, and strengthen our communities. For more information, visit [dishsf.org](http://dishsf.org).

**Our Mission:** Delivering Innovation in Supportive Housing (DISH) strives to provide excellent property management services to help end homelessness in San Francisco. DISH, a project of the Tides Center, provides custom property management services exclusively to the San Francisco Department of Homelessness and Supportive Housing. Through its work, DISH hopes to demonstrate the healing effects of home and stable community, to reinforce the self-worth of persons who have not had access to a clean, beautiful place to live, and to involve tenants in healthy and life affirming activities by drawing upon the diverse opportunities in San Francisco.

**Our Values:**

- Demonstrate excellence: In our work and in our interactions.
- Stay focused: On what's most important and within our control.
- Under-promise and over-deliver: Managing expectations along the way.
- Use initiative and innovation: Improving our services and performance.
- Be fair and consistent: Implementing our policies and procedures.
- Be mindful and prudent: With income and expenses.
- Be respectful and hopeful: With tenants, partners, coworkers, and ourselves.
- Be open: To different opinions, challenging discussions, and taking risks.

**DISH Service Commitments:**

1. Warm greetings & interactions every chance we get
2. Professional appearance every day
3. Service through helping
4. Be present and respectful at all times
5. Stay calm in the eye of the storm
6. Strive for the best environment to be in and work in

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform onsite training and coaching of Janitorial Staff.
- Maintain baseline quantities' of supplies at each site, and complete orders as needed.
- Perform quality assurance checks, using the scorecards on a scheduled basis.
- Maintains inventory of supplies, tools and equipment, and makes purchasing recommendations and suggestions to Janitorial Supervisor.
- Cleans and maintains common areas of sites including all bathrooms, elevators, entry ways, kitchen areas, conference rooms, community rooms, hallways, staff offices, sidewalks and gardens, etc. This includes mopping, vacuuming, scrubbing, emptying trash cans etc. as needed to keep the building as clean and beautiful as possible.
- Reports all maintenance repairs needed and other concerns and observations, such as evidence of pests, to their Supervisor.
- Completes work orders for residents and/or management as assigned by the Supervisor, in a timely and accurate manner. Cleans up after work is complete.
- Safety and Training: Learn, follow and ensure implementation of all published job safety policies and procedures. Attend and actively participate in all DISH-wide trainings as requested by supervisor.
- Implements existing building policies and procedures, including emergency plan.
- Walks assigned site to be sure the common areas, hallways; laundry, etc. are in good condition and advises their Supervisor on the condition of the property if there are issues such as leaks or damage.

- Carries out all job responsibilities in a manner that reflects best practices and concern for personal health and safety and that of co-workers and tenants.
- Responsible for learning and following all published and generally accepted best practices for job safety policies and procedures.
- Collaborates with maintenance and janitorial staff at other DISH sites as needed.
- Responsible for keeping readily available DISH-provided work phone and having all relevant business related phone numbers available at all times.
- Consistently and effectively implements all Tides and DISH operating and human resource policies and procedures.
- Adheres to DISH Bed Bug Abatement P&P and reports any suspected pest issue to supervisors immediately
- Demonstrate the DISH Mission, Values, and Service Commitments at all times.
- Accepts additional tasks as necessary, such as setting up for staff trainings, participating in volunteer events, etc.
- Provide on-call after-hours emergency janitorial service and oversight as required. Respond to emergencies as required.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Eliminates clogs in toilets and sinks using appropriate non-power hand tool(s)
- Assembles unit furniture
- Assists in furnishing units for tenant move-ins
- Maintains clean and organized site basements
- Performs key-making for unit and mailbox keys
- Performs additional related duties as assigned.

#### **EDUCATION AND EXPERIENCE:**

- 1 to 3 years or more job-related janitorial work experience is required. Professional training may substitute for experience.
- 1 to 3 years or more of experience with customer service provision or client relations preferred.
- 1 to 3 years or more of experience working in a team environment required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability and willingness to demonstrate the DISH Mission, Values, and Service Commitments at all times.
- Ability and willingness to foster a professional and welcoming environment in all interactions with colleagues, residents, visitors and vendors, regardless of differing backgrounds, beliefs, choices and identities.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.
- Enthusiasm for working as a team member and ability to take direction from a supervisor
- Ability to communicate effectively through reading and writing in elementary English. Ability to communicate in Spanish and Tagalog is a plus.
- Skill in basic math is required as is the ability to follow instructions and accurately complete standard templates and forms.

- Ability to multi-task in a fast paced work environment, and ability to prioritize among competing pressing issues.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Ability to be flexible and to work effectively in a crisis situation. Ability to assess when an incident is an emergency and to take appropriate action.
- Ability to maintain a professional personal appearance and demeanor at all times, including following DISH's uniform policy
- Must be able to use a computer and typical office software such as MS Word, MS Excel, Outlook e-mail, and other typical office machinery (copy and fax machines, etc.). Knowledge of Salesforce is a plus.

### **PHYSICAL DEMANDS:**

(These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job.)

Frequently required to push/pull objects weighing more than 35 lbs. and lift and carry objects weighing more than 50 lbs. but less than 100. Frequently required to perform simple manipulative tasks such as using hand tools and operating maintenance machinery. Must be able to walk, stand, squat, drive, and remain in uncomfortable positions for periods of time necessary to accomplish maintenance repairs. Frequently required to operate power carpentry tools, cleaning equipment, or other machinery related to janitorial tasks.

### **WORK ENVIRONMENT:**

Incumbent will work in office setting as well as seven Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 years old and have had varying capital and cosmetic improvements. Typical shifts are weekday and daytime. Special projects and on-call emergency response require occasional schedule changes.

### **Compensation**

This will be a full-time, non-exempt position. Starting pay rate is around \$19.00 per hour, commensurate with experience. Compensation includes full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

### **Tides Equal Employment Opportunity Statement**

DISH, a project of Tides, is an "at-will" and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance. Pursuant to the San Francisco Fair Chance Ordinance, we will consider qualified applicants with arrest and conviction records for employment.

**Applying**

*Position is open until filled. In addition to a resume, applicants must include a cover letter expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume via [leadjanitorsearch@gmail.com](mailto:leadjanitorsearch@gmail.com) or by mail to 123 10th Street, 2nd Floor, San Francisco, CA 94103. No phone calls or drops-ins please.*