



Delivering Innovation in Supportive Housing (DISH) Job Announcement: Maintenance Worker I

Delivering Innovation in Supportive Housing (DISH) is looking for Maintenance Workers. The Maintenance 1 position provides janitorial services when needed as well as lite preventative, corrective, emergency, cosmetic, and routine maintenance services for DISH residential properties located in San Francisco. This position is also responsible for ensuring a high standard of cleanliness, customer service, and a hazard-free environment and ensuring a high standard of work quality, and adherence to DISH policies and best practices.

The Maintenance 1 worker is deployed in one of two primary functions: completing individual tenant unit turnovers with the Turnover Team or addressing work orders, janitorial needs and lite maintenance needs of the building. The Maintenance 1 worker may be deployed to any of the properties and offices depending on the needs of the organization. Duties below are assigned depending on deployment but all are Maintenance 1 worker responsibilities.

The Maintenance 1 worker position is an hourly, non-exempt position and reports to either the Facility Manager or Unit Turn Supervisor, depending on deployment. 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.

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.

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 HSH's Direct Access to Housing program. 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:

- Completes work orders for residents and/or management as assigned by the Facility Manager, General Manager or Assistant General Manager in a timely and accurate manner. Cleans up after work is complete.
- If assigned to the Turn Team, duties will include clean out of units, light maintenance work ie: painting, flooring and drywall repairs. Cleaning of units, waxing of floors and garbage disposal will be completed when assigned by the Unit Turnover Supervisor.
- Implements existing building policies and procedures, including emergency plan.
- 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.
- Attends and actively participates in staff meetings and trainings as assigned by Supervisor.
- Responsible for keeping readily available DISH-provided work phone and having all relevant business related phone numbers available at all times.
- Cleans and repairs units during turnover process at all properties as directed by Supervisor.
- 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
- Provides on-call and emergency janitorial services as directed by the on-call Facilities management and/or Facilities Director. Responds to emergencies as required.
- Assembles unit furniture
- Clears units for turns, including application of TSP, paint preparation tasks, and touch-up painting
- Assists in furnishing units for tenant move-ins
- Assists with move-ins of new residents. Accepts additional tasks as necessary, such as setting up for staff trainings, participating in volunteer events, etc.

OTHER DUTIES AND RESPONSIBILITIES:

- Eliminates clogs in toilets and sinks using appropriate tools.

- Maintains inventory of supplies, tools and equipment, and makes purchasing recommendations.
- Maintains clean and organized site basements
- Performs key-making for unit and mailbox keys.
- Performs additional related duties as assigned.

EDUCATION AND EXPERIENCE:

- 1 year or more job-related janitorial/light maintenance work experience is required. Professional training may substitute for experience.
- 1 year or more of experience with customer service provision or client relations preferred.
- 1 year 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 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

Work Environment

Incumbent will work in one or more 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. On a daily basis this position will be expected to work in many different interior and external areas of the property—such as community rooms, communal restrooms, hallways and tenants' units—and will often work at more than one property on a given day. Typical shifts are daytime on weekdays and weekends. Special projects and on-call emergency response will require occasional schedule changes.

Physical Demands

Frequently required to push/pull objects weighing more than 100 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, and remain in uncomfortable positions for the period of time necessary to accomplish maintenance duties. Frequently required to operate power tools, cleaning equipment, or other machinery related to maintenance tasks. Frequently required to use public transportation to travel between DISH sites.

Compensation

This is a full-time, non-exempt position, starting as soon as possible. Starting pay rate is approximately \$19.50 per hour. Compensation includes a full benefits package, including medical, vision, dental, paid vacation, paid holidays, sick leave, and a retirement plan.

Equal Employment Opportunity

DISH, a project of the Tides Center, is an equal opportunity employer. We strongly encourage and seek applications from women, people of color, including bilingual and bicultural individuals, as well as members of the Lesbian, Gay, Bisexual, and Transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, medical condition (cancer-related) or the conditions Acquired Immune Deficiency Syndrome (AIDS) and AIDS Related Conditions (ARC).

Applying

Positions are 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 dishmaintenanceworker1@gmail.com .