



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

Due to the nature of the work, it is a requirement that all employees must be fully vaccinated against COVID-19.

Delivering Innovation in Supportive Housing (DISH) is looking for a Maintenance Worker II. The Maintenance Worker II provides 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.

Maintenance workers are deployed in one of two primary functions: completing individual tenant unit turnovers with the Turnover Team or addressing work orders and general maintenance needs of the buildings. Maintenance workers 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 worker responsibilities.

The Maintenance Worker II 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.

Position Overview: Qualified Applicants must be interested in:

- Ending homelessness with a housing first approach in a harm reduction setting
- Providing great customer service in a supportive housing setting
- Implementing nontraditional approaches to property management in a social justice and racial justice context
- Developing a supportive environment for all tenants using trauma-informed approach

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 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:

- Performs preventive, corrective, emergency, cosmetic and routine maintenance, including painting, carpentry or wall repair, plumbing, electrical, air-conditioning, heating, and other areas.
- Responds to work order requests in units and common areas of the building in a timely and accurate manner, and cleans up after work orders are complete.
- Maintains building and common areas, including entryway and sidewalk.
- Repairs units during turnover process if assigned to this team.
- 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.
- Consistently and effectively implements all DISH operating and human resource policies and procedures.
- Provides timely on-call maintenance as directed by the on-call Facilities Personnel and/or Facilities Director. Responds to emergencies as required.
- Responsible for keeping readily available DISH-provided work phone and having all business related phone numbers available at all times.
- Adheres to DISH Bed Bug Abatement P&P and reports any suspected pest issue to supervisors immediately.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains inventory of supplies, tools and equipment, and makes purchasing recommendations.
- Informs their supervisor and/or other appropriate staff of any unusual activity or maintenance issues in a timely manner.
- Performs additional janitorial related duties as assigned

EDUCATION AND EXPERIENCE:

- 2 years or more in skilled maintenance work required. Professional training may substitute for experience.
- 1 or more years of experience with customer service provision or client relations preferred
- 1 or more years of experience and willingness to work in a team environment required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of and technical expertise in one or more building trades is required.
- Ability and willingness to demonstrate the DISH Mission, Values, and Service Commitments at all times.
- 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 read and interpret electrical, plumbing and mechanical diagrams and blueprints. Ability to make working sketches. Ability to use various maintenance and system testing equipment.
- Knowledge of boiler systems and how to operate them.
- 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 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.
- 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, which includes following DISH's uniform policy.

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 tasks which require using hand tools and operating maintenance machinery. Must be able to walk, stand, squat, and remain in uncomfortable positions for the periods of time necessary to accomplish

maintenance duties. Frequently required to operate power carpentry tools, or other machinery related to maintenance tasks. Frequently required to use public transportation to travel between DISH sites.

WORK ENVIRONMENT:

Incumbent works in 1 or more SRO permanent housing settings w onsite social services for formerly homeless individuals, many who have significant mental health, physical health and/or substance use issues. Most buildings are about 100 yrs. old & had varying capital & cosmetic improvements. Each day this person works in many different interior/external areas — community rooms, communal restrooms, hallways & tenant units- & will often work at more than 1 property on a given day. Typical shifts are weekday/daytime. Special projects & on-call emergencies require occasional schedule changes.

Compensation

This is a full-time, non-exempt position, starting as soon as possible. Starting pay rate is approximately \$27.77 per hour. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

Equal Employment Opportunity

DISH, 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

Position is open until filled. In addition to a resume, applicants must include a cover letter including salary requirements expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume via craigmyers@dishsf.org, johngridley@dishsf.org, derektucker@dishsf.org. No drop-ins or phone calls, please.