



## DOOR COUNTY YMCA JOB DESCRIPTION

### Building Services Assistant

**Reports to:** Building Services Director

**Date:** March 2017

**General Function:** Under the direction of the Building Services Director, the Building Services Assistant is responsible for the maintenance and cleanliness of facilities, grounds and equipment at the Program Center. **The ability to develop relationships with members and the staff team, to hear and understand their needs/concerns in an open and positive manner, with the end result of improving the YMCA and member experience is a key deliverable in this position.**

**Know How:** The Building Services Assistant will clean and maintain facilities, along with direct personnel in similar work. Ideally, he/she will have general construction knowledge, which may include experience in electrical, plumbing, HVAC, carpentry and general building construction. He/She will direct the work of 3<sup>rd</sup> shift housekeeping, as well as contribute to that work on a daily basis. The ability to implement, update and maintain safety procedures in the workplace is required. This position requires accurate record-keeping for state reporting and budgeting skills for the department. Certified Pool Operator license may be is required, so must be willing to train in this area. Basic Computer skills (Microsoft Word, Excel, computerized building services software/programs and email) are also necessary.

#### Principal Activities:

1. Listen First! Develop relationships with YMCA members, staff, and volunteers to improve the member experience and improve and enhance the state of the buildings and equipment.
2. Be responsive to custodial and cleanliness issues by insuring that “see it, own it” issues are being addressed immediately by departmental staff and other Y staff and colleagues.
3. Assist in implementing a preventive maintenance schedule for all assigned building mechanicals and exercise equipment
4. Test and adjust pool chemicals as directed. Shock pool water and backwash filters as needed. Document daily test results and submit to the state.
5. As possible, repair and respond to maintenance issues in a timely and courteous fashion (6-12 hour response time is optimal). Maintain relationships with outside vendors for efficient maintenance of the facilities, grounds and equipment
6. Be ready to act upon all building repair and building cleanliness requests. Some of these tasks may need to be accomplished during “off-hours” when the facility is closed to the membership (ie: weekend or week nights).
7. Mentor and coach 3<sup>rd</sup> shift part-time cleaning (and/or maintenance) staff. Direct the work of shift staff to ensure completion of tasks and increase team support and communication.
8. Maintain high standards of cleanliness and timely repair and maintenance in all areas of the facility and surrounding grounds.
9. Communicate regularly with Supervisor, other management team colleagues and department staff in order to address the facility and custodial needs in all areas of the Y and insure smooth operation of the facilities.

