

Tabor Community Services
Job Description
Equal Opportunity Employer

Job Title: TLC Building Manager

Date Revised: February 12, 2021

A. Basic Functions:

Manage and/or supervise all TLC building-related operations including: supervising the Program Reporting Assistants (PRAs) and managing their round-the-clock scheduling; coordinating all building-related safety, security, and inspections, all routine maintenance and repairs, and volunteers (individuals and/or groups) who provide building-related services; sharing the on-call manager responsibilities; and ensuring a safe and secure facility.

B. Essential Functions:

1. Supervise the PRA team and manage all aspects of scheduling for 24/7/365 coverage at the front desk. This includes hiring and training new PRAs in consultation with the Director of TLC, making sure all shifts are covered, and helping fill in at the front desk as needed when PRAs are off or sick. This requires having the flexibility to adjust scheduled hours and working extra hours as needed.
2. Support PRA's with managing the "traffic flow" at the front desk – answering walk-in queries and building-related participant issues, as the "gate-keeper," handling as many things as possible and referring to the director those items requiring the director's attention.
3. Supervise the TLC/Tabor Custodian position. This includes hiring and training the Custodian in coordination with the Director of TLC and Tabor's HR Coordinator – who provides direction for the Custodian's work of cleaning Tabor's 308 E King Street office building.
4. Provide direction and oversight for the work of the Tabor/TLC Maintenance Tech for the portion of their time spent working at TLC. This includes cooperating in the hiring and review processes for this position which are led by Tabor's HR Coordinator to whom the Maintenance Tech reports.
5. Supervise and coordinate the cleaning, maintenance, and repairs of the entire building including staff and volunteers (individuals and/or groups) and sometimes participants (in consultation with the Programs Manager) who may assist with these tasks. This may require flexibility of work schedule. This includes ensuring that outdoor steps and sidewalks are cleared and treated in winter. In consultation with the Director request bids/estimates and secure and coordinate contractor services when needed.
6. Provide for initial triage and interventions of reported problems with the building and/or facility maintenance issues – especially water leaks/flooding, electrical issues, or other problems that pose a safety or major damage risk. Significant costs for repairs must have prior authorization by the Director of TLC or Tabor management.
7. Coordinate the preparation of open rooms as promptly as possible. This includes: inspecting for and addressing chipping/peeling paint; completing the room-turnover maintenance checklist; thorough cleaning and treatment for pest control; prepping bed(s) per protocol and ensuring all linens, towels, and supplies are provided. Other staff and/or volunteers help with this, but the manager is required to inspect each room when vacated, provide direction for the prep work needed, and inspect again when work is completed to verify that the room is ready.
8. Coordinate with Programs Manager regarding the readiness of open rooms and the process for ensuring that all new participants receive instructions and essential information about lead paint safety, exterminator treatments, building rules and protocols including safety requirements, emergency procedures for safely evacuating the building, use of elevator, kitchen, laundry, etc.

9. Conduct regular and systematic room inspections for all occupied rooms as well as the kitchen, lounges, laundry room and other common areas. Inform participants of needed improvements and re-inspect as needed. This requires significant direct engagement with participants. Consult with the Programs Manager and/or the Director as needed to ensure that issues and safety concerns found during room inspections are addressed appropriately in light of participant needs.
10. Administer breathalyzer and drug screens as needed and ensure reorder of supplies as needed.
11. Track inventory, place orders, and manage storage of all supplies including paper products, cleaning supplies, parts for simple repairs and maintenance, supplies for equipment like printers, copiers, fax, etc. in consultation with the Director and Tabor's supply procurement processes.
12. Oversee the receiving, storage and use of all donated supplies, small appliances and other items received and stored at the TLC building in coordination with other managers as appropriate.
13. Share responsibility for providing 24/7/365 emergency on-call support on a rotating basis with the Director and the Programs Manager as scheduled.
14. Manage the compliance of all TLC volunteers with Tabor's volunteer policies and procedures in cooperation with Tabor's volunteer coordinator, this includes securing background and child abuse clearances when needed and making sure all releases are signed.
15. Manage the planning and coordination of outside volunteer groups who are doing building-related projects at TLC in conjunction with the Director.

C. Other Functions:

1. Protect participant confidentiality
2. Maintain a positive professional attitude and help foster a positive and productive staff culture
3. Establish, monitor, and maintain appropriate professional boundaries among the PRA team and between staff and participants
4. Attend all Tabor and TLC staff meetings
5. Maintain flexibility in scheduling work hours
6. Complete other duties as assigned

D. Supervision Exercised:

1. All Program Reporting Assistant (PRA) team members
2. TLC/Tabor Custodian
3. Coordinate with Tabor's HR Coordinator in managing the Maintenance Tech's TLC work

E. Supervision Received:

Reports to the Director of TLC

F. Minimum Knowledge, Skills, and Abilities:

1. Bachelor's degree in human services field or related to hospitality or customer services preferred, or another degree (2 or 4 year) with substantial relevant work experience required
2. Minimum of 3 years of relevant work experience including at least 2 years of management and supervisory experience
3. Strong aptitude for and experience with assessing maintenance and repair issues and the ability to complete common maintenance and repair tasks as needed
4. Fluency in speaking and writing English is required, Bilingual fluency in English and Spanish strongly preferred
5. Strong computer skills with proficiency in MS Word, Outlook, and Excel is essential
6. Strong professional customer service skills are essential

7. Ability to remain calm and interact professionally and effectively with participants, staff, service providers, and/or others in difficult, stressful, and/or crisis situations required
8. Ability to effectively build and lead a team and work collaboratively as a team member with other staff, and/or other professionals
9. Adherence to the Housing First philosophy of ending homelessness
10. Commitment to Tabor's Core Values and the TLC CARE principles
11. Sensitivity to the cultural and socioeconomic realities of those served
12. Recognition that every person has strengths including the capacity to grow and change
13. An approach to service that is trauma-informed, recovery focused, and empowers people to resolve their own challenges to the fullest extent possible
14. A current/valid driver's license and a vehicle that is registered, inspected, and insured
15. Must be or become First Aid and CPR certified

G. Work Environment and Physical Requirements:

1. Sitting for extended periods, frequent walking, standing, reaching with hands and arms, use of hands and fingers for phone and keyboard.
2. Regular computer usage.
3. Regular talking and hearing.
4. Frequent lifting and/or moving up to 20 pounds and occasionally up to 50 pounds.
5. Visual acuity (with or without corrective lenses); close vision, distance vision, and ability to adjust focus.
6. Working conditions are generally indoors with periodic exposure to weather to clean and treat sidewalks, outdoor steps, and travel to meetings.
7. Capacity to use stairs is required to potentially assist residents to exit the 5 story TLC building in the event of an emergency or other times when the elevator cannot be used.

H. Classification:

1. This position is classified as: "**Regular Full-Time Employment** – Staff members who work 40 hours per week, year round. They are eligible to receive all benefits once they have met requirements described in Personnel Policies Handbook."
2. This position is exempt from overtime and paid on a salaried basis.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tabor Community Services.

Employee Signature: _____ Date: _____

Equal Employment Opportunity:

Tabor Community Services is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

Americans with Disabilities Act:

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.