

Job Description – Facilities Assistant

Department:	Operations
Job Title:	Facilities Assistant
Reporting to:	Facilities & Maintenance Manager
FLSA Status	Non-Exempt
Date Prepared:	July 1, 2024



Job Summary:

The Facilities Assistant at Ronald McDonald House plays a crucial role in ensuring that the facility provides a comfortable, supportive, and clean environment for guests. The Facilities Assistant is responsible for overseeing routine vendor maintenance tasks, cleanliness of common spaces and grounds, and assists with work order management. The Facilities Assistant will work alongside the Facilities & Maintenance Manager and Housekeeping staff to maintain sufficient inventory levels for necessary supplies. Will maintain a dedication to a safe and clean environment, which supports the work of the organization and safeguards the well-being of guest families, staff, and volunteers.

Essential Duties and Responsibilities:

- Aids Facilities & Maintenance Manager and Housekeeping staff as required.
- Responsible for the maintenance, upkeep and cleanliness of all common areas and facility grounds.
- Maintains complete records of daily and routine maintenance activities, service and supply requests.
- Assists with resolving maintenance issues, ensuring necessary repairs are addressed promptly.
- Organizes storage areas and maintains inventory.
- Oversees control, inventory and cleaning of housekeeping laundry.
- Weekly inspections of appliances and lighting fixtures– inspecting, testing, and cleaning.
- Weekly inspection of playground equipment and all house related children’s toys/structures.
- Maintenance and cleaning of laundry areas and equipment, including lint traps and duct work.
- Regularly performs assigned maintenance tasks, including the removal of debris/trash both inside and outside the facility.
- Maintains an understanding of the CMMS system and creates work orders for assigned tasks.
- Schedules repairs with professional vendors when needed, working closely with direct supervisor.
- Adheres to company policies, safety regulations, OSHA requirements.
- Collaborates with staff and volunteers to provide a warm and supportive atmosphere for guests.
- Always provides a smiling face and helpful attitude when in contact with guests.
- Attends all meetings and trainings as required.
- Maintains a clean, safe, and organized work area.
- Performs other duties as assigned.

Education and Experience Requirements:

- Prior experience in facilities maintenance, custodial services, or janitorial work
- Mechanically inclined – Ability to read and understand maintenance manuals and analyze problems.
- Attention to detail, self-directed, and motivated to succeed.
- Safe driving record.
- Ability to pass a background check and drug screening.

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Knowledge/Skills/Abilities:

- Ability to lift 40 lbs. on a regular basis.
- Ability to work while standing on a ladder and in small spaces.
- Teachable and open to constructive feedback.
- Ability to maintain an ongoing task list and prioritize maintenance requests.
- Ability to identify, report and document safety issues and maintenance related tasks.
- Systems & Software – proficient knowledge of Microsoft Office software applications, i.e., Word, Excel, building automation system, maintenance work order system and email.
- Organization – High level of detail and accountability, and ability to work professionally within a team.
- Guest Engagement – Fosters a welcoming and inviting environment.
- Team Orientation & Interpersonal – Highly motivated, passionate, and creative team-player with ability to develop and maintain collaborative relationships with all levels within and external to the organization.
- Service Orientation – Sensitivity and compassion when working with families facing medical challenges.
- Communication – Able to effectively express self verbally in a professional, diplomatic and tactful manner with guests, staff, and volunteers.
- Organization & Time Management – Able to work independently, complete actions within established deadlines and handle multiple priorities with strong attention to detail.
- Flexibility – availability to work evenings and weekends, as well as extended hours, as needed.

The cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.

Skill Requirements: (X = Required for job)			
X	Typing/computer keyboard	X	Verbal communication
X	Utilize computer software (specified above)	X	Written communication
X	Retrieve and compile information	X	Public speaking/group presentations
X	Maintain records/logs	X	Research, analyze and interpret information
X	Verify data and information	X	Investigate, evaluate, recommend action
X	Organize and prioritize information/tasks	X	Leadership and supervisory, managing people
X	Operate kitchen and office equipment	X	Basic mathematical concepts (e.g. add, subtract)
X	Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)
Physical Requirements: (X = Required for job)			
X	Sitting for extended periods		Lifting/carrying up to 20 pounds various items
X	Standing for extended periods	x	Lifting/carrying more than 20 pounds various items
X	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping
X	Hearing	X	Writing
	Other (List):		Other (List):
Hazards: (X = Required for job)			
X	Normal office environment	X	Electrical current
X	Toxic or caustic chemicals (cleaning)	X	Housekeeping and/or cleaning agents
X	Flammable, explosive gases	X	Proximity to moving mechanical parts
Employee Acknowledgement: I have reviewed and understand the requirements stated in this Job Description.			
Employee's Signature		Date	