

We're Hiring!

**Posting:
A21736**

**Building Maintenance Worker
Permanent Full-time
(35 hours per week)**

Ted Kuhn Towers

Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

Sunday to Thursday (4 pm - 12am)

Ted Kuhn Towers consists of two residential buildings located in the heart of Surrey. These buildings provide safe and affordable housing for a diverse resident base who are low income and who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health, addictions, and/or complicated physical health issues. These buildings are more than just a home for many; they are a community.

Working as a team with other building staff the Building Maintenance Worker will help support and maintain a stable living environment for residents of Ted Kuhn. This team is responsible for the overall maintenance of the two buildings including managing and assisting contractors, recommending and completing work maintenance work orders and keeping maintenance related files, documents and data bases up to date.

KEY DUTIES AND RESPONSIBILITIES

1. Adheres to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
2. Maintains order and appearance of the "common" and "public" areas, including vacant dwellings:
 - a) Answers and determines emergency calls and notifies appropriate authorities, and/or contractors as authorized.
 - b) Performs unit inspections and assists with annual inspections; responding to or processing resident enquiries and complaints and taking appropriate action; completes incidents and other reports; and delivers notices and forms as requested;
 - c) Calls the police or related Public Service in the event of emergency or disturbances such as notifying police of incidents or problems or contracting mental health services, home care providers or residents' families;
 - d) Responds to resident inquiries, complaints, emergencies, provides information /clarification as required and takes appropriate action at all times during the work week;
 - e) Depending on the resident population, may be required to exercise interpersonal and conflict resolution skills when dealing with vulnerable residents with complex health and social issues.
3. Performs maintenance duties
 - a) Performs minor electrical, plumbing, painting and carpentry maintenance and emergency repair, such as changing fuses, resetting thermostats, snaking drains, replacing hardware, resetting MESH systems, monitoring panels and testing equipment such as; fire pumps and generators etc.
 - b) Performs various inspections on a regular basis i.e. boiler rooms, fire alarm logs, security systems, vacant and vacating residential units.
 - c) Identifies minor deviations in the performance of routine work specifications (e.g. painting services, pesticides

NOTE: Applicants not selected for an interview will not necessarily be notified.

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applications, etc.), reports to the Contractor and facilitates remedial action. Identifies and reports major deviations in contract performance on non-routine items to the Building Maintenance Senior Manager or designate.

- d) Arranges for Contractor to view site, enter units when necessary, and ensures that maintenance projects are co-ordinated with site operations.
4. Carries out authorized removal of abandoned personal effects from a residents premises providing inventory is taken jointly with a management representative. Ensures pictures are taken and uploaded to the file.
5. When required, shall operate the Employer's vehicle;
6. Maintains and requisitions inventory of cleaning and maintenance supplies from the Building Maintenance Senior Manager or designate.
7. Conducts arranged unit viewing for prospective tenants, as well as move in and move inspections.
8. Maintains work service request logs and data bases, resident and other files, inventory card logs, maintains on-line records and documentation.
9. Carries the cell phone and follows the on call protocol as directed by Senior Maintenance Manager or designate
10. Follows written and verbal directives from the immediate supervisor, executive director or designate.

QUALIFICATIONS

Education, Training, and Experience

The candidate must have:

- Certificate in a related skill fields and/or trades.
- Two (2) years recent related experience required, or an equivalent combination of education, training and experience
- First Aid Certificate an asset
- WHMIS Certificate an asset

Knowledge Skills and Abilities:

- Working knowledge and skill in various maintenance professions including, but not limited to: plumbing, electric, carpentry, painting, etc.
- Strong ability to interact with difficult people under stressful situations.
- Exercise interpersonal and conflict resolution skills when dealing with vulnerable residents with complex health and social issues
- Good problem solving abilities.
- Ability to remain calm under high stress situations.
- Maintain knowledge and understanding of OCS policy and procedures, various types of Federal, Provincial and Municipal housing programs and strategies.
- Have a strong working knowledge of social issues impacting the delivery of housing, health and social services programs.
- Must complete a six (6) month probationary period before staff are permanent employees, unless otherwise specified by contract conditions.

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

Applicants with lived experience are strongly encouraged to apply.

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CLOSING DATE: Resumes will be reviewed starting March 23, 2021 but the posting will remain open until filled and will close without notice.

COMPENSATION: \$24.94/hour

PLEASE APPLY TO: Joe Woodworth, Senior Program Manager
Options Community Services Society

Email: joe.woodworth@options.bc.ca

Please include a cover letter indicating the posting number [#21736] and detailed resume outlining your qualifications and related experience for the position.

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Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.