



**Position:** Residential Maintenance & Site Monitor  
**Reports To:** Director of Facilities  
**Classification/FLSA:** Full-Time/Non-Exempt

The Residential Maintenance & Site Monitor (RMSM) will be responsible for providing security, maintenance and cleaning, ensuring effective operation of the facility, including property management standards as outlined in UBH contracts and other local requirements, and interfacing in a professional courteous manner with all residents, vendors, contractors, and fellow employees. Hours could be in the evening, weekend and holidays. This position is for our programs in West Los Angeles.

### **ESSENTIAL FUNCTIONS:**

#### MAINTENANCE DUTIES

- 1) Keep facility clean, re-stock supplies, and complete facility laundry.
- 2) Turn-over rooms for perspective participants within a 24-hour period as required by agency procedures. Includes deep-cleaning room, replacing broken or non-functioning items and beddings, painting if necessary.
- 3) Perform cleaning activities such as dusting, mopping, shampooing carpets etc.
- 4) Check functionality of facility appliances and systems to identify issues.
- 5) Install appliances, inspect and troubleshoot equipment.
- 6) Do garden/yard upkeep by cleaning lawn, collecting trash etc.
- 7) Conduct maintenance tasks such as replacing light bulbs.
- 8) Check functionality of safety systems (e.g. fire and smoke alarms).
- 9) Collaborate with vendors and other professionals.
- 10) Record and report to his/her Supervisor any unusual occurrences and/or damages.
- 11) Ensure that facility is clean and organized at all times.
- 12) Ensure the machines, tools and other products used in the facility are secured and accounted for.

#### SECURITY DUTIES

- 13) Maintain a daily sign-in and sign-out log and ensure that each head of household signs log daily.
- 14) Ensure setup and cleanup of dining areas and kitchen during meals and work with food services staff to ensure food is ready according to meal schedule by following all food safety guidelines.
- 15) Work with cook in ensuring and monitoring food delivery sign-off, set-up and clean-up.
- 16) Follow procedures and guidelines set forth in operating guidelines manual/program guidelines to help maintain structure and order in the living environment.
- 17) Enforce facility rules uniformly and consistently.
- 18) Respond appropriately to needs and crisis situations, such as mediating basic interpersonal problems between residents and summoning emergency personnel.
- 19) Ensure residents adhere to safety and security policies, including but not limited to signing logs, implementing time restraints and curfew procedures, inspecting for weapons, alcohol and or drug paraphernalia.
- 20) Conduct internal and external rounds throughout the facility to monitor and ensure safety.

- 21) Promptly communicate incidents, issues and other relevant information accurately to Supervisor through recording entries into computer system, log book and/or personally through meetings as appropriate.
- 22) Assist with discharging residents including exit procedures, bagging up ex-residents' belongings and storing per program and facility guidelines as appropriate, escorting residents off the premises when requested.
- 23) Monitor facility and resident population for improper conduct or unauthorized persons inside facility.
- 24) Communicate observations and interactions with participants to Supervisor and facility management through documentation in daily log.
- 25) Conduct effective shift changes by gathering pertinent information when arriving for shift, in addition to sharing documented information on the daily monitoring log, this includes informing Supervisor or staff on next shift of any important information after assigned shift is over.
- 26) Treat participants in a culturally sensitive manner.
- 27) Provide good customer service to all participants.

### OTHER DUTIES

- 28) Prepare reports and other documents as requested by Supervisor.
- 29) Participate in program, department and agency meetings and relevant trainings as required.
- 30) Adhere to agency policy, procedures and professional code of ethics.
- 31) Other duties as required.

### **QUALIFICATIONS:**

- 1) High School graduate or GED, Associate Diploma preferred.
- 2) Two years' experience working with homeless population. Experience working with homeless families preferred.
- 3) Ability to maintain clear personal and professional boundaries.
- 4) Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- 5) Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- 6) Ability to remain alert and on duty throughout shifts.
- 7) Ability to respond responsibly in emergency and crisis situations.
- 8) Ability to communicate well both orally and in written form, and follow detailed instructions.
- 9) Proficiency in Spanish (preferred).
- 10) The ability to work varied hours including evenings.
- 11) Basic computer skills including used of Windows Office Suite programs.
- 12) Proof of a valid California driver license and valid automobile liability insurance.

### **TO APPLY:**

To be considered for a position, email resume to [hr@upwardboundhouse.org](mailto:hr@upwardboundhouse.org). Please be sure to reference **Job Title** in the subject line of your email. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met.