

Franklin County DIAL/SELF Job Description

Title: Building & Maintenance Technician

Department: Operations: Operations/Administration

Primary Supervisor: Property & Tenancy Manager

Status: Full time (37.5 Hours per week), non-exempt hourly employee (plus on call shifts for additional per diem)

Position Summary: DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position requires that applicants be able and willing to embrace this commitment.

The BMT is responsible for the daily physical upkeep of properties owned, leased, and managed by DIAL/SELF and its LLCs. Working under the direction of the Property & Tenancy Manager, this role performs repairs, groundskeeping, and janitorial tasks to ensure safe and welcoming environments for youth and staff. This is a developmental role for an individual with a high aptitude for trades who is looking to grow their skills in property maintenance.

Illness Prevention and work location considerations:

Staff may be required to wear PPE, such as masks, on site in certain situations. There is an expectation of on-site work throughout Franklin and Hampshire Counties with a limited opportunity for hybrid remote work as well.

As of the version date below, DIAL/SELF leases, owns or manages properties in Greenfield, Turners Falls, Orange, and Northampton, MA. Properties are a combination of program/office space and residential apartments. This position is an in-person position that requires regular travel and working in apartments occupied by youth and young adults.

Preferred Qualifications:

- Lived experience of navigating homelessness and housing instability as a youth under 25 years old
- Spanish or American Sign Language fluency
- 24+ months of maintenance and landscaping experience

Required Qualifications:

- Appropriate maintenance and landscaping experience
- Appropriate training and education
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries
- Effective communication and interpersonal skills for interacting with program participants, tenants, other providers, contractors, staff and community members
- Basic competency with smartphones, tablets, email and web-based data entry systems

- Ability to provide coverage as part of a 24 hour internal on-call hotline team on a rotating schedule with other staff
- Ability to climb ladders
- Ability to walk up and down 3 flights of stairs, use heavy machinery and lift and carry 80lbs (ex: trash/recycle bins ice melt, concrete, equipment, etc..)
- Must have a valid driver's license, reliable transportation, and have safe driving record with no major faults in last 3 years
- CORI, SORI, DCF and FBI background checks required by funders

Core Responsibilities:

- Complete initial orientation and position training
- **Direct Repairs:** Under supervision, perform minor repairs including, but not limited to, painting, patching, fixture replacement, and routine smoke detector maintenance.
- **Grounds & Safety:** Execute landscaping (mowing, trimming) and snow removal (shoveling, blowing) to ensure property access and safety.
- **Sanitation:** Perform deep cleaning of common spaces and turnover cleaning for vacant apartments. Handle trash removal and power washing as scheduled.
- **Asset Support:** Maintain and organize agency tools and vehicles. Report any supply or equipment needs to the PTM.
- **Professional Development:** Actively participate in on-the-job training provided by the PTM to expand technical skills in carpentry, plumbing, and building systems.
- **Collaboration:** Work in partnership with the agency staff to address tenant work orders and maintain the quality of the agency's 21+ residential units.
- **On-Call Support:** Participate in the 24-hour internal on-call hotline rotation for facility-related emergencies.
- Participate in regular staff meetings, clinical trainings, and individual supervision
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

Compensation:

- \$23.00/Hour (+0.50/hour Spanish/ASL Fluency, +0.50/hour relevant Lived Experience experiencing homelessness as a YYA, +0.50/hour for 24+ months of directly relevant experience)
- Rate of pay is determined by annual budget and not subject to negotiation.
- Health New England, Delta Dental (70% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- 403(b) Retirement plan with limited company match
- Up to 1.5 hours of paid self-care time per week
- Retention Bonus after 1 year (\$600)