

Family Health Centers – Job Description

JOB TITLE: Facilities Assistant

DEPARTMENT: Medical and Dental Clinics

Revised Date: August 2017

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: Facilities Coordinator

PRIMARY ACCOUNTABILITY:

Responsible for supporting the facilities needs at Medical/Dental sites and all their systems and grounds.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Receiving/check in of all freight delivery
 - a) Sign for all deliveries and notify appropriate staff of arrival.
 - b) Keep delivery area clear of incoming boxes and packages.
 - c) Sort and distribute internal/external mail.
 - d) Distribute heavy boxes or packages to/from work areas for those staff members unable to do so.
- 2) Facilities maintenance
 - a) Performs routine custodial work and cleaning activities such as sweeping walkways, hallways, sidewalks, stairwell and breezeways, mopping, waxing and buffing floors, vacuuming traffic areas; spot cleaning and shampooing carpets.
 - b) Dusts and cleans office furniture, cleans upholstery; and counters.
 - c) Cleans and disinfects kitchen areas, bathroom areas; stocks and replenishes supplies and materials.
 - d) Under the direction of the Facilities Coordinator, operates small hand tools and other equipment necessary in related custodial work and facilities maintenance including landscaping, the repair of light fixtures, plumbing fixtures and related equipment; makes repairs to equipment; performs routine maintenance and safety inspections of facilities, and equipment. Performs limited electrical, plumbing, HVAC, carpentry, and painting work to maintain buildings.
 - e) Coordinate with contractors and sub-contractors if necessary
- 3) Follow Health and Safety procedures
 - a) Terminally clean exam rooms when instructed after infectious exposure.
 - b) Clean up of all spills
 - c) Ensure all Health and Safety procedures are followed at all times by staff and visitors.
- Supply control
 - a) Monitor janitorial supply inventory, and orders, as needed, per established procurement guidelines
 - b) Maintain janitorial equipment and storage areas in a clean and organized fashion
- 4) Safety
 - a) Install interior lights
 - b) Schedule and perform filter changes on air handling units
 - c) Forward MSD sheets on all janitorial supplies to the Clinic Operations Manager
- 5) Daily Facilities monitoring
 - a) Clinic appearance: Monitor and maintain clinic appearance; ensure signage, work areas and furniture placement meets FHC standards and policies.
 - b) Regularly check meeting rooms and help arrange the furniture and other necessary setup and cleanup for scheduled meetings.
 - c) Make sure printer and photocopiers are in good working order; report faults and order supplies; order and install toner supplies as needed.
 - d) Monitor building IT equipment and troubleshoot as needed.
 - e) Perform snow removal and sidewalk de-icing as needed
 - f) Monitor inside and outside trash containers and empty/clean as needed.
 - g) Monitor and spot clean of restrooms to ensure continued cleanliness.

Family Health Centers – Job Description

- h) Watering of grounds and cleanup and removal of trash and weeds as needed.
 - i) Performs security checks of buildings and facilities; observes and reports suspicious persons; secure storage rooms, interior and exterior doors as directed.
- 6) Attendance
- a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b) Properly manages paid vacation and sick leave
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

1. Requires basic organizational skills, typically to organize own work
2. Job duties require the ability to work independently and as part of a team
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others
4. Employees are expected to determine an effective response to situations encountered within established precedent
5. Work requires consideration of the impact of work product on other employees in the work process

PROFESSIONAL & TECHNICAL KNOWLEDGE

- Possess a basic level of written and verbal communication skills, computational and computer skills and mathematical knowledge typically acquired through completion of high school program
- Experience in construction trade skills
- Possess a reasonable level of IT literacy

TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports in Microsoft Word
2. Ability to create, send and manage email in Outlook
3. Ability to access web-based applications and programs of others

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what "excellence" looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job Duties require the effective communication of information in written (including electronic correspondence

WORK ENVIRONMENT

Work is performed in and around an ambulatory care setting, which may include the requirement to work outdoors and at other sites. Heavy lifting of boxes and office equipment.

Family Health Centers – Job Description

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing					X
Walking				X	
Climbing				X	
Sitting				X	
Stooping / Kneeling				X	
Lift/Carry up to 15 lbs.				X	
Lift/Carry up to 30 lbs.				X	
Lift/Carry up to 50 lbs.				X	
Push/Pull up to 25 lbs. of exertion				X	
Push/Pull up to 50 lbs. of exertion				X	
Work below waist level				X	
Work at waist to shoulder level					X
Work above shoulder level			X		
Reach further than arm's length					X
Fingering					X
Grasping / Holding					X
Talking					X
Hearing					X
Seeing					X
Work in confined spaces				X	
Exposed to extreme temperatures			X		
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment				X	
Work at heights balancing				X	
Use/exposed to hazardous substances				X	

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date