



JOB POSTING

Title:	Maintenance Supervisor
FLSA Classification:	Exempt
Pay Range:	\$68,500-\$79,000 annually DOE
Posting Date:	July 25, 2023

Overview

Who We Are

The Ronald McDonald House Charities of Western Washington & Alaska supports seriously ill children and their families by providing housing and other essential support services at our facilities in Seattle, WA and Anchorage, AK. We are a nurturing staff that is dedicated to offering compassionate care to our families while they call the Ronald McDonald House home. RMHC has been in existence in Seattle since 1983. Since then, we have provided housing and caring support to thousands of families with children experiencing medical crises. We started out small, but over the years have grown and now serve 105 families per night. At the House, each of these families finds comfort, support, and hope as they navigate their child's medical crisis.

Who you are

You are a seasoned and skilled Maintenance Supervisor who has strong maintenance aptitude rooted in hospitality and customer service principles. You thrive on building strong, collaborate and efficient teams; supporting, mentoring, and training team members; troubleshooting maintenance issues and finding effective solutions; and maintaining schedules, systems, and program organization. You are warm, friendly, calm, and resourceful.

JOB SUMMARY

Under the supervision of, and in collaboration with, the Director of Facilities, the Maintenance Supervisor is responsible managing the day-to-day maintenance work of the Ronald McDonald House, including supervising a team of 2 Maintenance Technicians and completing emergent and preventative maintenance work. This is a full-time exempt position working 40 hours per week, Tuesday-Saturday at a shift to be determined at offer. The Maintenance Supervisor reports directly to the Director of Facilities.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Demonstrate exceptional care and hospitality to guests.
- With the Maintenance Team, ensure the completion of maintenance tasks, which include scheduled and emergent work orders, daily floor care, daily trash removal, receiving, processing, and stocking incoming supplies and donations, and grounds care.

- Supervise Maintenance Technician position – delegate tasks, interview, and onboard new team members; provide ongoing supervision and support; complete yearly performance evaluation.
- Maintain maintenance technicians' schedules. Within shift, evaluate staffing and workload and work collaboratively with team to ensure necessary tasks are completed. As a lead, be flexible in schedule as needed to ensure necessary staffing levels and task assignment as needed.
- Partner with Director or Facilities in maintaining, monitoring, and ensuring completion of the preventive building maintenance calendar.
- Ensure successful implementation and utilization of new CMMS maintenance tracking software. Coordinate with the Director of Facilities in maintaining asset inventory and work order history and auditing work order history and performance measures. Provide team-specific training and support for staff and volunteers utilizing the software.
- Continuously engage in creative problem solving, looking for solutions to address facilities or maintenance issues or deficiencies. Manage assigned projects.
- Maintain organization, inventory and condition of maintenance supplies, tools, and equipment.
- Maintain proficiency on building systems, reduce system bottlenecks, and improve efficiencies with an eye towards reducing costs.
- Manage regular service of company vehicles.
- Manage and support individual and group volunteers completing maintenance tasks at the House.
- Participate in scheduled overnight on-call shifts.
- Participate in team, interdepartmental, and all-staff meetings.

GOOD WORKING KNOWLEDGE OF THE FOLLOWING:

- Mechanical, electrical, natural gas, and plumbing systems
- HVAC, including hydronic systems, cooling tower operation/chemical testing, variable frequency drives, heating boilers, centrifugal pump operations, thermostat programming and replacement
- Fire alarm and fire sprinkler systems
- Domestic and industrial water systems, backflow prevention
- Sanitary lift stations
- Interpretation of building drawings and technical manuals
- Building rounds monitoring mechanical equipment operation
- Fire and life safety inspections per NFPA and local AHJ
- Fire and smoke door operation including mag holders and coordinators
- Emergency egress lighting
- Power generation, generator fuel level, alarms
- Landscape irrigation systems
- Infection prevention in a healthcare setting

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

ESSENTIAL SKILLS AND ATTRIBUTES

- Passion and commitment to our mission – superior customer service and hospitality principles.

- Excellent verbal and interpersonal communication skills. Proficient bilingual skills in conversational and written English and Spanish highly preferred.
- Diplomatic conflict mitigation and resolution skills.
- Ability to establish and maintain effective and cooperative working relationships with employees.
- Demonstrated ability and desire to lead, train and motivate team members while maintaining high morale.
- Ability to troubleshoot and prioritize complex maintenance tasks. Trade certification(s) highly preferred.
- Ability to manage time effectively while balancing and prioritizing multiple competing tasks.
- Complete “demand work” in a timely manner.
- Ability to work well under pressure with many interruptions.
- Available for flexible scheduling as needed to cover evenings, weekends, and holidays.
- Qualities of being warm and friendly, adaptable, organized, attention to detail, skilled in multi-tasking and problem solving.
- Adept at utilizing basic software and office equipment
- RMHC requires all employees to be fully vaccinated against COVID-19.
- Face masks are required in guest bedrooms and apartments, in the immune-compromised building, and when staff members are cleared to be at work but are experiencing signs of illness and/or have a recent exposure.

Education/experience

- High school diploma or equivalent
- 5 years of maintenance experience
- 2 years of supervision experience

Physical demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to perform the physical demands of the job which require frequent standing, walking, and twisting motions, and lifting 40 pounds regularly.

HERE’S WHY YOU’LL LOVE WORKING AT RMHC

Amazing People – We are a collective of dedicated nonprofit professionals, direct service family advocates, social workers, and bilingual housing and facilities teams that make the RMHC House a home away from home.

Caring Environment – Our House is a community where our nurturing staff support and provide services for families who are experiencing unique pediatric medical episodes in their lives; our House sparks joy and celebration to help lighten the heaviness of enduring medical treatments.

Great Location – Our House is nestled in the beautiful Laurelhurst neighborhood of Seattle, WA along the Burke Gilman trail and a short walking distance from Seattle Children’s Hospital.

Robust Benefits –RMHC offers generous paid time off that includes 10 paid holidays, 12 sick days, 2 personal days and vacation per our schedule and DOE, 100% employer-paid medical/vision and dental plans, life insurance, and 401(k) retirement savings with an employer match.

Strong History –A Home Away from Home: RMHC of Western Washington and Alaska was established in 1983 with its first House opening in Seattle and serving 22 families. Today we have three facilities in Seattle, including 10 Bone Marrow Transplant Apartments with a total of 105 rooms. Our Anchorage House in Alaska has 34 rooms and is nestled on the 6th floor of the Alaska Native Medical Center’s patient housing. Patients include expectant mothers with high-risk pregnancies as well as pediatric patients and their families.

HOW TO APPLY

To respect the time of our applicants and reduce barriers, we do not require a cover letter. However, we would appreciate a paragraph sharing your understanding of the position and why you are interested in it. We will accept resumes until the position is filled. **Priority will be given to candidates who submit resumes by August 6, 2023.**

Hiring Timeline

We expect to conduct interviews August 14-16 and make a hiring decision by August 28.

Please submit your materials to hr@rmhcseattle.org

Ronald McDonald House Charities of Western Washington & Alaska is an equal opportunity employer. We value a diverse workforce and strongly encourage applicants of all backgrounds to apply, regardless of race, color, religion, national origin, sex, age, marital status, sexual orientation, gender identity/expression or disability.