

Tabor Community Services
Job Description
Equal Opportunity Employer

Job Title: TLC Operations Manager

Date Revised: September 17, 2019

A. Basic Functions:

Manage/supervise all TLC building-related operations. This includes supervising the Program Reporting Assistants (PRAs) and managing their round-the-clock scheduling; managing all safety-related activities and inspections for the building; managing and/or coordinating all routine maintenance and needed repairs; supervising/coordinating all volunteers (individuals and/or groups) who help with building-related maintenance and repairs; sharing the on-call responsibilities; and performing other assigned duties to ensure a safe and secure facility.

B. Essential Functions:

1. Supervise the PRAs and manage all aspects of PRA scheduling for 24/7/365 coverage at the front desk. This includes hiring and training new PRAs in consultation with the Director of TLC, making sure all shifts are covered, and filling in at the front desk as needed when PRAs are off or sick. This necessitates having the flexibility to adjust scheduled hours and work extra hours as needed.
2. Manage the “traffic flow” at the front desk – answering walk-in queries and building-related participant issues, as the “gate-keeper,” handling as many things as possible to prevent them from reaching the Director unnecessarily.
3. Supervise and coordinate the cleaning, maintenance, and repairs of the entire building including volunteers (individuals and/or groups) and participants who may assist with these tasks. This will sometimes require flexibility of work schedule. This includes keeping outdoor steps and sidewalks swept and clear and treated in winter. In consultation with the Director request bids/estimates and secure and coordinate contractor services when needed.
4. Provide initial triage and interventions, whenever possible, of reported problems with the building and/or facility maintenance issues especially water leaks/flooding, electrical issues, or other problems that pose a safety or major damage risk. All significant repairs must be authorized by the Director of TLC or the VP for Finance and Operations.
5. Prepare open rooms as promptly as possible. This includes: inspecting for and repairing chipping/peeling paint; completing the room-turnover maintenance checklist; thorough cleaning and treatment for pest control; prepping bed(s) per protocol and ensuring all linens, towels, and supplies are provided. This work can often be done by volunteers, but the manager is required to inspect each room when vacated, provide direction for the prep work needed, and inspect again when work is completed to sign-off that the room is ready.
6. Coordinate with Programs Manager regarding the readiness of open rooms and the process for ensuring that all new participants receive instructions and essential information about lead paint safety, exterminator treatments, building rules and protocols including safety requirements, emergency procedures for safely evacuating the building, use of elevator, kitchen, laundry, etc.
7. Prepare the schedule and conduct regular and systematic room inspections for all occupied rooms as well as the kitchen, lounges, laundry room and other common areas. Inform participants of needed improvements and re-inspect as needed. This requires significant direct engagement with participants. Coordinate with the Programs Manager and the Director as needed to ensure that issues and safety concerns found during room inspections are addressed appropriately.
8. Administer breathalyzer and drug screens as needed and keep supplies for such in stock.

9. Track inventory, place orders, and manage storage of all supplies including paper products, cleaning supplies, parts for simple repairs and maintenance, supplies for equipment like printers, copiers, fax, etc. in consultation with the Director and Tabor's supply procurement processes.
10. Oversee the receiving, storage and use of all donated supplies, small appliances and other items received and stored at the TLC building in coordination with other managers as appropriate.
11. Share responsibility for providing 24/7/365 emergency on-call support on a rotating basis with the Director and the Programs Manager as scheduled.
12. Manage the compliance of all TLC volunteers with Tabor's volunteer policies and procedures in cooperation with Tabor's volunteer coordinator, this includes securing background certificates when needed and making sure all releases are signed.
13. Perform data entry functions and complete reports as assigned.
14. Manage the planning and coordination of outside volunteer groups who are doing building-related projects at TLC in conjunction with the Director.

C. Other Functions:

1. Protect participant confidentiality
2. Maintain a positive professional attitude and help foster a positive and productive staff culture
3. Establish, monitor, and maintain appropriate professional boundaries among the PRA team and between staff and participants
4. Attend regular Tabor and TLC staff meetings
5. Maintain flexibility in scheduling work hours
6. Complete other duties as assigned

D. Supervision Exercised:

Supervises the Program Reporting Assistant (PRA) staff

E. Supervision Received:

Reports to the Director of TLC

F. Minimum Knowledge, Skills, and Abilities:

1. Bachelor's degree in a human services-related field preferred, or another degree (2 or 4 year) with substantial relevant work experience required
2. Two or more years of relevant supervisory experience
3. Strong aptitude for and experience with trouble-shooting maintenance and repair issues and the ability to complete common maintenance and repair tasks as needed
4. Fluency in speaking and writing English is required, Bilingual fluency in English and Spanish strongly preferred
5. Strong computer skills with proficiency in MS Word, Outlook, and Excel is essential
6. Strong professional customer service skills are essential
7. Ability to remain calm and interact professionally and effectively with participants, staff, service providers, and/or others in difficult, stressful, and/or crisis situations required
8. Ability to effectively build and lead a team and work collaboratively with other staff, and/or other professionals
9. Adherence to the Housing First philosophy of ending homelessness
10. Commitment to Tabor's Core Values and the TLC CARE principles
11. Sensitivity to the cultural and socioeconomic realities of those served
12. Commitment to the principle that everyone has strengths including the capacity to grow and

change

13. An approach to service that is trauma-informed, recovery focused, and empowers people to resolve their own challenges to the fullest extent possible
14. A current/valid driver's license and a vehicle that is registered, inspected, and insured
15. Must be or become First Aid and CPR certified

G. Work Environment and Physical Requirements:

1. Sitting for extended periods, frequent walking, standing, reaching with hands and arms, use of hands and fingers for phone and keyboard.
2. Regular computer usage.
3. Regular talking and hearing.
4. Frequent lifting and/or moving up to 20 pounds and occasionally up to 50 pounds.
5. Visual acuity (with or without corrective lenses); close vision, distance vision, and ability to adjust focus.
6. Working conditions are generally indoors with periodic exposure to weather to clean and treat sidewalks, outdoor steps, and travel to meetings.
7. Capacity to use stairs is required to potentially assist residents to exit the 5 story TLC building in the event of an emergency or other times when the elevator cannot be used.

H. Classification:

1. This position is classified as: "**Regular Full-Time Employment** – Staff members who work 40 hours per week, year round. They are eligible to receive all benefits once they have met requirements described in Personnel Policies Handbook."
2. This position is exempt from overtime and paid on a salaried basis.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tabor Community Services.

Employee Signature: _____ Date: _____

Equal Employment Opportunity

Tabor Community Services is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.