



Job title	Gail Miller Resource Center Operations Supervisor		
Reports to	Director of Facilities	Position Status	Full Time, 40 Hours
Salary Range	\$16.00/hour to start	Location	Gail Miller Resource Center
EEO Class	Mid-Level Officials and Managers	FLSA Status	Exempt
Shift	40 hours, Monday through Friday, flexibility after hours when needed		

Job Summary

The Road Home is a dedicated member of the homeless and housing provider network in the State of Utah and a leader in innovation and implementing best practices in our community and across the nation. We are seeking compassionate, empathetic, and highly motivated individuals who are interested in making a difference in the lives of others.

The Operations Supervisor will oversee the daily maintenance and repair of property, physical buildings, and equipment of the Gail Miller Resource Center. The Supervisor will ensure appropriate staffing levels for 24 hour staff coverage of the facility and will manage a team of custodial and warehouse staff; including conducting interviews, hiring, and training.

The Supervisor will ensure all cleaning, maintenance, inventory control, and other tasks related to facility maintenance are carried out in accordance with agency procedures and through a Trauma-Informed lens. The Supervisor will coordinate cleaning and maintenance services provided through sub-contracting with Advantage Services and Columbus Community Center. The selected candidate will provide oversight for warehouse operations including inventory control and accountability of tools and equipment.

The Supervisor will assist the Director of Facilities in developing policy and procedures regarding facility operation and maintenance. The Supervisor will attend weekly meetings with Director of Facilities and will meet bi-weekly with the custodial staff.

Duties and responsibilities**1. Supervision**

- Supervise the Operations team including custodial, maintenance staff, and temporary staffing personnel.
- Maintain a schedule that maximizes efficiency to maintain high standards cleanliness and warehouse inventory and control.
- Meet with staff regularly and provide feedback.
- Work with Human Resources and develop an on-going training schedule to include safety and cleaning.

2. Facility Maintenance

- Perform maintenance, repair, and minor construction for agency facilities and property. Work will include general trades and general custodial duties.
- Develop, in concert with Director of Facilities, an effective facility preventative-maintenance program.
- Perform preventative maintenance on facility equipment. This will include routine physical building inspections, air filter cleaning and replacement, lubrication, system monitoring, snow removal equipment and ATV snowplow, industrial power washer maintenance and operation component repair and replacement, and general facility maintenance as needed.

3. Office Management

- Manage and control purchase of office supplies, custodial supplies, gasoline and oil, and record and inventory as required.
- Work with appropriate vendors for the continued proper operation of various shelter equipment.
- Work with associate agencies such as the Utah Food Bank, Federal/State surplus agencies, and others for distribution or purchase of necessary commodities and supplies.
- Manage and control the vehicle inspection and emission control requirements as well as the registration requirements of all agency vehicles.
- Manage the waste disposal system and control of waste containers.
- Work with the local pest control vendor and ensure proper materials are used and the safety of guests is taken into account.
- Ensure all incoming work orders are properly prioritized and effective measures taken to address the request.

4. Warehouse/Inventory Control Oversight

- Manage warehouse and shop operation and provide for adequate inventory control, storage, and issuance.
- Ensure warehouse and shop operations comply with public health, safety, and fire regulations.
- Assure warehouse is maintained in an orderly, neat, and clean manner. Routinely ensure work area is clean after use.
- Ensure outside dock area is free of trash and debris.
- Comply with and enforce compliance of Agency donation procedure. Assure proper receipt, sorting, and storage of donations.
- Abide by and implement warehouse security measures. Move and place furniture, appliances, and other items within the facility as required.

5. Vehicle and Equipment Operation and Maintenance

- Safely operate truck, passenger van, Rhino side by side with plow, Suzuki quad, industrial power washer or other Agency vehicles and equipment as required.
- Perform routine preventative maintenance and repair. Maintain vehicles, equipment and tools in good working condition. Identify vehicles, tools, and equipment requiring repair and replacement.
- Fuel, clean, and wash vehicles and equipment routinely.
- Request and, upon approval of supervisor, procure tools and equipment. Assist in establishing property accountability and inventory control measures and procedures.

6. Grounds

- Ensure the surrounding properties are maintained and clean. Confirm garbage is collected and conduct regular power washing of parking lot, sidewalks, and grounds.
- Make regular inspection of sprinkler system and perform repairs if needed.
- Ensure grounds, lawn areas, and landscaping are kept weed free and presentable year round.
- Coordinate or plow sidewalks and parking lot during winter and ensure winter safety for guests, staff, and visitors.

7. Transportation

- Drive, as necessary, any Agency vehicle. Serve as backup driver in support of Agency programs requiring transportation of employees and/or guests.

8. Agency Enhancement

- Participate in and support activities and events, including acceptance and completion of additional assignments. Support agency mission, demonstrate willingness to work and cooperate with others. Participate in training, incorporate new skills into job.

9. Other duties as assigned

Education and Experience

High school diploma/GED required

Completion of vocational/technical school preferred

Five years of the following experience preferred:

- Minimum of five years supervisory or managerial experience
- Basic understanding of commercial HVAC, plumbing, and electrical
- Material management and inventory control
- Basic equipment repair
- Commercial building equipment upkeep and repair
- Material/equipment management and inventory control
- General office skills
- Proficient in building maintenance trades

Skills and Requirements

1. Quality assurance and record keeping.
2. Ability to budget and plan for maintenance needs.
3. Ability to communicate effectively and handle difficult situations with professionalism, compassion, and from a Trauma-Informed Care perspective.
4. Demonstrate awareness of and sensitivity to diverse populations. Ability to contribute to the Agency's commitment to enhancing awareness and appreciation of diverse ethnic and cultural heritages.
5. Flexible and tolerant of changing priorities.
6. Strong work ethic.
7. Maintain good relationships with community partners, vendors, volunteers, guests, and staff.
8. Able to maintain guest confidentiality.
9. Ability to enforce standards.
10. Creative problem solving skills.
11. Ability to work with diverse populations.
12. Excellent customer service skills being able to communicate effectively and handle difficult situations.
13. Ability to work independently and use sound judgment within the Trauma-Informed framework to make decisions.
14. Understanding of the Housing First philosophy and willingness to have conversations with clients about housing.
15. Must have a clean driving record and be able to be insured on the agency insurance policy.
16. Must pass pre-employment background check and drug screen.

Physical and Equipment Requirements

- Ability to lift 50 pounds
- Ability to operate equipment and machinery as outlined in this job description
- Must have valid, unexpired driver's license

Instructions to Apply

To apply, email your resume to resumes@theroadhome.org. Please include the job title, **GMRC Operations Supervisor**, in the subject line.

The Road Home is an Equal Opportunity Employer