



## Facilities and Operations Specialist Job Description

**Objective:** The Facilities and Operations Specialist will perform skilled and routine maintenance, grounds, and housekeeping tasks necessary to maintain buildings, grounds and equipment of Housing for New Hope's affordable and supportive housing communities, along with agency-operated office spaces. Currently, the position regularly engages with four residential properties and a small office suite located separately.

**Reports to:** Property Manager

**Status:** Full-time

**Classification:** Hourly, non-exempt

### Responsibilities:

- Interacts courteously, tactfully, and politely with co-workers, residents, vendors, etc.
- Responds in a timely manner to resident/management requests and work orders
- Provides routine maintenance for buildings, common areas, and workspaces.
- Coordinates with property manager to ensure timely access to units and other areas by vendors.
- Cleans building floors by sweeping, mopping, scrubbing, or vacuuming them.
- Cleans common areas and office spaces
- Services, cleans, and supplies restrooms
- Ensures appearance and cleanliness of the exteriors of the community including grounds, breezeways, and all common areas
- Implements preventative maintenance program that extends the life of the community while minimizing future repairs
- Inspects grounds, buildings, and other community features regularly to identify, minimize and correct hazardous property conditions or liability concerns
- Notifies management concerning need for major repairs or additions to lighting, heating, and ventilating equipment.
- Reports any observed violations of community rules and regulations to the Property Manager
- Participates in unit inspections as requested
- Supports resident move-in process as requested
- Supports routine maintenance and other related needs for agency vehicles
- Utilizes agency resources, equipment and supplies economically
- Maintains well-organized and adequately stocked maintenance spaces while adhering to safety standards and OSHA guidelines
- Requisitions supplies and equipment needed for cleaning and maintenance duties
- Performs additional tasks and responsibilities requested by supervisor and property manager

**Qualifications:**

- Basic proficiency of reading and writing of the English language.
- Minimum one year full-time related experience.
- High school diploma or GED preferred
- Willingness to perform all required tasks.
- Demonstrated knowledge of work safety habits.
- Ability to professionally represent the agency.
- Attention to detail - meticulous.
- Ability to organize and prioritize work.
- Ability to interact effectively with staff and residents.
- Ability to work individually and with a team.
- Must have reliable transportation
- Must have a valid North Carolina Driver's License and good driving record.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to communicate (verbally and in writing), listen, and view documents (both on paper and electronically). The employee regularly uses hands to type, write and manipulate equipment. This is a largely mobile role that requires frequent sitting, standing, walking, kneeling, bending, reaching, pushing, pulling, and grasping. This role frequently requires climbing and working from a ladder. The employee is regularly required to lift and carry up to 100 pounds.

**Compensation:** Commensurate with experience and abilities.

**Hourly Rate:** \$20.00 to 23.07 per hour

**To apply:** Submit one document that includes your cover letter and resume via email to:

Tamaira Johnson  
Housing for New Hope  
[jobs@housingfornewhope.org](mailto:jobs@housingfornewhope.org)

Applications will be accepted until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

*Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit and business need.*