



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **BILLINGS FAMILY YMCA JOB DESCRIPTION**

Job Title: Facility Maintenance Technician

1 FLSA Status: Hourly Non Exempt

Revision Date: 8/2024

Reports to: Facility Director

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### **POSITION SUMMARY:**

Provide maintenance and repair of the facility and its equipment as well as assisting the Facility Director in maintaining clean and safe facilities. Maintain systems that promote member satisfaction and member retention through facility excellence.

### **ESSENTIAL FUNCTIONS:**

1. Incorporate and adhere to all preventative maintenance programs to ensure the facilities and all of its equipment is kept in good running condition at all times.
2. Perform basic maintenance including but not limited to painting, woodworking, building repair, and cleaning.
3. Perform preventative maintenance of fitness and other equipment as assigned.
4. Assist with HVAC repair and maintenance.
5. Assures compliance with all federal, state and local regulations and authorities.
6. Complete work orders as assigned.
7. Perform maintenance and general repairs.
8. Assembling, moving and maintaining equipment as instructed.
9. Completing & documenting preventative maintenance in a timely manner
10. Develop strong working relationships with all departments.
11. Ability to fill in for rovers and general facility staff as needed. Completes all duties listed on the daily schedule, clean and disinfect all touch points in locker rooms, toilets, sinks, mirrors, door handles, drinking fountains etc., includes wet and dust mopping, dusting, trash removal, recycling, window washing, cleaning fans in public areas, painting, vacuuming, seasonal activities to include lawn care and snow removal, and general cleaning.
12. Pick up used towels and stock towels throughout the facility. Assist with laundry operations as needed.
13. Completes additional duties as assigned by the supervisor.

### **CORE COMPETENCIES (ALL STAFF):**

#### **CUSTOMER SERVICE**

- Always have a friendly, helpful attitude and wear a smile.
- Take initiative to greet and assist all members, potential members, program participants and volunteers in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.

- Work daily to develop personal and meaningful relationships with members, volunteers, donors and others. Strive to understand individual's goals and interests to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.
- Actively listen, reflect and respond to member questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
- Embrace new approaches and discover ideas to create a better member experience.

### **MISSION ADVANCEMENT**

- A willingness to commit to the mission of the YMCA. Demonstrate a desire to serve others and fulfill community needs.
- Is familiar with and able to articulate the mission statement, areas of focus and core values of the YMCA with people of all ages and backgrounds. Models the core values of caring, honesty, respect and responsibility while working and communicating with members, program participants, volunteers and other staff members.
- Be knowledgeable and supportive of the YMCA annual support campaign.
- Be informed about volunteer opportunities.
- Speak enthusiastically on behalf of the YMCA publicly and at given opportunities.

### **TEAMWORK**

- Ability to establish and maintain harmonious relationships with staff members in all departments.
- Seeks every opportunity to encourage, motivate and thank fellow staff members for their work. Completes S.T.A.R. slips to thank and recognize a job well done by others.
- Be knowledgeable about YMCA programs. This includes being familiar with all current program guide information, upcoming events and other special activities.
- Keeps up to date on all internal communication.

### **OPERATIONAL EFFECTIVENESS/SAFETY**

- Be dressed in appropriate attire and wear nametag at all times. Consistently perform duties in a safe and conscientious manner.
- Follow and enforce all YMCA procedures and policies, including those related to: personnel guidelines, medical and disciplinary situations, child abuse prevention, safety guidelines, facility access procedures, membership policies and emergencies. Complete Incident Report Forms as required.
- Be knowledgeable of all current Emergency Action Plans and carry out plans as necessary.
- Maintain a clean and safe YMCA. Take initiative to clean up/repair areas. Complete Maintenance Request forms as needed. Report safety issues to the appropriate supervisor.
- Attend and remain current on all mandatory trainings and staff meetings.

### **QUALIFICATIONS:**

1. Must be least 18 years of age.

2. 1- 3 years of previous experience in maintenance field required.
3. Ability to lift 50 pounds, operate custodial equipment and climb a ladder and work at high altitudes safely.
4. Professional demeanor and the ability to work well with the public.
5. Current First Aid certification, CPR, Child Abuse Prevention.\*
6. Ability to respond to safety and emergency situations.
7. Excellent verbal and written communication skills and time management skills are essential.
8. Required certifications: CPR, First Aid, AED, driver's license
9. Completion of additional YMCA specific trainings and certifications as outlined by supervisor.

**PHYSICAL DEMANDS:**

1. Ability to perform all physical aspects of the position; including walking, standing, bending, kneeling, leaning, reaching, and lifting.
2. Ability to thrive in an environment with the unique challenges of a non-profit community service organization.
3. Ability to work a 40-hour week with irregular work hours.
4. Visual and auditory ability to respond to critical incidents and physical ability to act swiftly in emergency situations.
5. Ability to stand or sit maintaining alertness for several hours at a time.
6. Ability to interact positively with a diversity of people and various levels of personnel.
7. Ability to handle multiple tasks simultaneously.

**This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.**

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Directors Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_