

Position Title:	Shelter Maintenance Technician
Department:	Shelter Operations
Reports To:	Director of Shelters and Facilities



Overview

The Maintenance Technician is responsible for the daily hands on maintenance, repair, and routine preventative and safety-related facilities tasks across Good Samaritan Haven's emergency shelter network. This role is responsible for multi-site facility upkeep, preventive and ongoing maintenance, vendor and contractor scheduling and coordination, and work order tracking and completion. The Maintenance Technician will report directly to the Director of Shelters and Facilities daily, and work closely with the Director of Administration as needed when the Director of Shelters and Facilities is unavailable.

This position is focused on hands-on facilities work, and requires response to emergencies or high-priority situations. The Maintenance Technician works closely with shelter leadership, program staff, and external partners to proactively address facility needs and reduce disruptions to shelter operations. The Maintenance Technician ensures that all shelter locations are safe, clean, compliant, and welcoming environments for guests, staff, and volunteers, while supporting the organization's mission to provide stability, safety, and dignity to people experiencing homelessness.

Key Responsibilities

- **Facility Repairs:** Perform rapid-response repairs on dormitories, communal bathrooms, and laundry facilities to minimize resident displacement.
- **Safety & Compliance:** Conduct daily walk-throughs to ensure fire exits are clear, smoke detectors are functional, and the facility meets all health and safety codes. Perform monthly and quarterly maintenance.

- Systems Maintenance: Monitor and perform minor repairs on HVAC, plumbing, and electrical systems. Coordinate with external contractors for major repairs under the Director's guidance.
- Kitchen Upkeep: Maintain commercial kitchen equipment (refrigeration, ovens) to ensure continuous meal service.
- Grounds & Sanitation: Oversee waste management, pest control preparation, and seasonal exterior upkeep (snow removal/debris clearing, etc.).
- Fleet: Coordinate maintenance and repair of organization-owned vehicles.
- Inventory: Assist in maintaining a stock of necessary repair and cleaning supplies, and assist in asset inventory tracking.
- Work order tracking: Utilize systems for tracking work orders, maintenance logs, inspections, and repairs and repair documentation across multiple sites.
- Maintain a detailed preventative maintenance schedule for each location.

On-Call & Emergency Requirements

- Participate in a regular on-call rotation as coordinated by the Director.
- Must be able to respond to the site within 60 minutes for emergencies (e.g., pipe bursts, heating failure, or fire alarm issues).

Qualifications

- Minimum of three years in general maintenance (residential or healthcare setting preferred), preferably in a multi-site or nonprofit environment.
- Demonstrated experience with preventive maintenance planning is a plus.
- Sensitivity: Ability to work respectfully in a high-traffic environment with individuals experiencing crisis or mental health challenges.

- Technical Skills: Proficiency with hand/power tools and a working knowledge of electrical and plumbing systems.
- Tech Proficiency: Ability to use email, mobile apps for communication, and digital work-order systems for tracking repairs.
- Reliable and punctual, with a valid driver's license and ability to travel between shelter sites.
- Genuine commitment to Good Samaritan Haven's mission to provide emergency shelter, stability, safety, and hope for people experiencing homelessness.

Skills

- Compassionate, respectful approach when interacting with shelter guests and staff, with strong personal integrity.
- Sound judgment in identifying safety risks, assessing situations quickly, and determining appropriate responses.
- Ability to prioritize and manage multiple tasks effectively in a fast-paced, 24/7 shelter environment.
- Strong organizational and project management skills, including tracking work orders and maintenance requests through word processing and data entry.
- Clear and professional verbal and written communication skills.
- Ability to work independently while collaborating effectively with diverse teams.

Competencies

- **Adaptability:** The ability to adjust to changes in the work environment, manage competing demands, and deal with frequent changes.
- **Empathy:** The ability to understand and share the feelings of individuals experiencing homelessness, providing compassionate and non-judgmental support.
- **Cultural Sensitivity:** Awareness and respect for the diverse backgrounds, cultures, and experiences of shelter guests, ensuring inclusive and equitable treatment for all.

- **Communication Skills:** The ability to clearly and effectively convey information, both verbally and in writing. Active listening is a key component.
- **Problem-Solving:** The ability to assess situations, identify challenges, and find practical solutions to meet the immediate and long-term needs of shelter guests.
- **Crisis Intervention:** The ability to respond effectively to emergencies, de-escalate conflict, and manage high-stress situations while maintaining safety for guests and staff.
- **Patience:** The ability to remain calm and composed when working with individuals who may be experiencing emotional, physical, or psychological distress.
- **Safety Awareness:** The ability to recognize and act on potential safety risks for guests, staff, and visitors, ensuring that the shelter environment is secure for everyone.
- **Collaboration and Teamwork:** Working cooperatively with other shelter staff and volunteers to ensure effective service delivery and a supportive environment for guests.
- **Boundaries and Professionalism:** Maintaining clear professional boundaries with shelter guests, while fostering an atmosphere of respect, trust, and confidentiality.

Position Details

- Full time position. Occasional weekend and evenings required to tend to urgent facility maintenance needs.

Physical Demands and Work Environment

- Ability to periodically lift, move, push, and pull items up to 50lbs regularly, with team effort required for over 50lbs
- Ability to stand or sit for extended periods
- Ability to walk short distances regularly
- Ability to move about on foot, bend, kneel, crouch, crawl, and climb on ladders

- Physical environment requires employees to possibly work both inside and outside in heat/cold, wet/humid, and dry conditions
- Noise level at the job site is usually moderate
- Ability to reach with hands and arms, talk, and hear
- Ability to type, reach, write on computer
- Ability to regularly use stairs and navigate elevation changes, including steep driveways and uneven terrain, as part of routine duties.
- **Emergency Response / CPR:** Ability to respond to medical emergencies, which may require pushing, bending, kneeling, and applying physical force during CPR or first aid, consistent with training and safety protocols.

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace.

Employee Acknowledgement

Signature: _____ Date: _____

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FLSA:	Non-Exempt (Hourly)
Reports to:	Director of Shelters and Facilities
Supervisor/Manager:	N
Approved By:	Julie Bond, Executive Director
Date Approved:	4/22/26