

Building Monitor / Janitor

Revised on January 4, 2019

Location: Marion Gerrish Community Center (MGCC), 39 West Broadway, Derry, NH 03038

Employee Type: Part-Time; anticipated up to 23 hours p/ week, not to go over 40 hours p/ week
Anticipated Tuesday & Thursday from 4 pm – 10:30 pm & Saturday 8:00 am – 6:00pm. Ending time can vary slightly based upon needed coverage with rooms booked. Occasional additional hours and call-ins will be required.

This position reports to: Director and may also receive directives from the Administrative Assistant.

General Position Description: This description can't convey the sense of purpose and teamwork you will feel by becoming a member of our team. We all work together in our effort to provide the best meeting space available to ensure that more than 150 different nonprofits, clubs, groups and organizations are able to do their good works in the community. We become very invested in working on this goal everyday together. This description will tell you the duties, but it won't tell you how good you will feel being a member of our team. This is a collaborative work atmosphere where we don't say, "that isn't my job" instead we say, "how can I help".

The Monitor is the ambassador of the MGCC. While on duty you will be solely responsible for the care of the building and our customers. This position is a "jack-of-all-trades" that requires a person with a can-do attitude, who is personable, has good common sense & judgement, can work independently and be ready to help out.

The Monitor will accurately reflect the priorities of our nonprofit organization. You will be expected to consistently put customer service as your primary focus by providing friendly guest support to our customers. The Monitor will welcome our customers; direct them to their rooms and provide customer support as needed. Customer support can include anything from helping to use the elevator, opening a door, making a photocopy, answering questions to many, many things beyond.

As the steward for the building, it is also the Monitor's responsibility to care for our unique building. You will ensure that the building is clean and safe for our guests. The Monitor will begin the shift by completely checking the Center so that guests receive properly cleaned rooms and facilities. The Monitor will be responsible for cleaning the Center throughout their shift, maintaining its cleanliness and providing a clean building for the next shift. The Monitor will ensure the MGCC is closed properly.

Key Responsibilities Include:

- Must be self-motivated, hard-working and able to work independently.
- Must have good judgment and ability to make wise decisions using common sense skills.
- Professionally answer phone calls & assist visitors at the center by directing them to their rooms.
- Answer guest questions and supply needed items.
- Make sure building is closed properly including locks, alarms, heating/cooling and windows.
- Change outdoor and indoor informational signs as needed.
- Clean and maintain the interior and exterior of the center.
- Make sure rooms are set up correctly for groups and put back correctly after use.
- Special projects as assigned

- Perform light & heavy cleaning duties on daily, weekly and monthly basis (see attached).
- Perform seasonal duties such as light snow removal, salting & sanding.
- Overall to maintain the center in a neat and orderly manner.
- Assist with candy & soda machine sales, photocopies and collecting donations/payments.
- Other duties as assigned; see attached sheets for partial listing of duties.
- Going to local dump to dispose of garbage & recycles using company vehicle on Saturday.

Additional Requirements, Knowledge, Skills, and Experience Include:

- Good driving record with required completion of NH Release of Motor Vehicle Records
- Current driver's license
- Acceptable criminal record with required completion of NH Criminal Records Release
- Ability to lift 50 pounds
- Knowledge of Material Safety Data Sheets
- Knowledge and ability to use machines for cleaning
- Demonstrate careful attention to detail.
- Strong customer service orientation.
- Resourcefulness and initiative; ability to operate with minimal supervision.
- Ability to prioritize and handle multiple projects simultaneously.
- Good telephone skills
- Experience as a janitor preferred
- Ability to make change & correctly work with money

Physical Requirements:

While performing the duties of this job, the employee is regularly required to talk, hear and frequently stand; walk; use hands and fingers; reach with hands and arms and lift/move up to 50 pounds;. The employee is occasionally required to sit; climb or balance; stoop; and crouch.

Ability & licensed to drive the MGCC company vehicle.

Environmental Conditions: noise, atmospheric conditions, toxic chemicals such as cleaning solvents & exposure to weather. Protective gloves and mask and ear plugs are available to employee.

Employee Signature & Date

Director Signature & Date

Monitor Duties:

To create a welcoming atmosphere by giving direction and assistance to those who use the Center some of the duties are specified below.

Promptly and professionally, greet and assist all users of the Marion Gerrish Community Center.

Answer the telephone and take messages or answer questions as is appropriate.

Leave Administrative Assistant notes for anyone wanting to book rooms Do NOT book rooms yourself.

Leave notes regarding groups.

Leave Handyman notes for any repairs or work that needs to be completed.

Check heat or AC prior to groups arrival. Heat should be at 68, AC should be at 72.

Direct groups to their assigned rooms.

Instruct people in the use of the elevator.

Assist in candy or soda machine sales.

Make copies and collect the ten cent per copy fee.

Accept any payments/donations and place them in metal box. Give receipt if requested.

Supply room users with a vacuum, extra trash bags, or other supplies if needed.

After the meetings, make sure all windows are closed and the heat/AC is turned down/off.

Pick up any trash lying around. Straighten up room. Clean up any spills or messes.

Put chairs and tables back where they belong; charts are available in every room.

Update the Reader Board & outside sign (as needed).

Notify appropriate persons if anything happens of note during the weekend/evening hours such as if a person is injured, power outages, etc...

Notify appropriate authorities if needed, such as police, fire or ambulance, in case of an emergency.

Make sure all windows are shut and locked. Lock up the building and set alarms.

If it is a quiet night, work on a special project or additional janitorial duties.

THIS LIST IS NOT COMPLETE, IT IS MEANT TO BE USED AS A GUIDELINE.

Janitorial Duties:

To create a clean, orderly, well-maintained and inviting atmosphere for those using the Center, some of the duties are specified below.

Daily:

- Check the schedule and make sure all rooms that are going to be used are clean and in order.
- Adjust temperature appropriately in the rooms to be used.
- Do a check of building and see if anything else needs immediate attention before visitors arrive.
- Sweep outside entrance doors and vacuum entrance carpets.
- Pick up trash and cigarette butts outside entrance doors and around building.
- Clean bathrooms completely
- Replace and stock paper goods and supplies as needed
- Clean sinks
- Wash tables
- Vacuum, sweep and mop hallways.
- Vacuum, sweep and mop rooms in Center.
- Empty and clean trash cans & bring garbage to basement level.
- Sweep stairs.
- Change schedule on sign each night inside building.
- Return all tools and equipment to proper place.
- When leaving the building for the night, each room must be checked!

Weekly or as needed:

- Wash chairs
- Clean windows
- Clean radiators and windowsills
- Dust
- Spot clean carpets stains
- Light shoveling or snow, sanding/salting
- Change outdoor sign
- Notify when supplies are needed
- Keep janitorial closets clean, stocked & organized

Monthly or as needed:

- Deep clean one room a month to include walls, woodwork, garbage cans, etc...
- The rooms should be rotated with the objective in mind that each room would be completely cleaned 2x a year.

THIS LIST IS NOT COMPLETE, IT IS MEANT TO BE USED AS A GUIDELINE.