



JOB ANNOUNCEMENT

JOB TITLE: Operations Specialist
JOB TYPE: Full-Time, At-Will, Salaried (Essential Position)
REPORTS TO: Chief of Shelter Operations
LOCATION: 650 Pennsylvania Ave, SE

POSITION SUMMARY:

The Community Partnership's (TCP) Operations Specialist is tasked with providing a wide range of supportive services to providers and contract vendors within the District of Columbia's Continuum of Care (COC). The Operations Specialist is responsible for conducting daily visits of program sites owned or leased by the District of Columbia government, where services are being provided to families and individuals experiencing homelessness. The Operations Specialist will provide oversight of the supportive services provided by TCP's contracted vendors for each program site under our management contract with the District Government. The Operations Specialist will work closely with members of TCP's Support Operations Team.

SALARY: \$65,000 - \$75,000

ESSENTIAL POSITION FUNCTIONS INCLUDE THE FOLLOWING:

- Observe all physical space at each assigned site to ensure a safe, clean, and functional environment.
- Respond to urgent maintenance calls and dispatch the appropriate contractor.
- Ensure proper security measures are in place at each assigned site by assessing building security systems, the security personnel, and promoting steps on improving safety within the building.
- Manage equipment and supply needs including; furniture, kitchen appliances, office equipment/supplies, two-way radios, and key fobs (where applicable).
- Oversee and manage the cleaning of the facilities and landscaping by outside contractors.
- Detect and report the need for major maintenance repairs.
- Ensure pest control services are being provided by checking the service logbook
- Assess the cleanliness of the interior spaces of the building such as hallways, stairwells, dorms restrooms, cafeteria/kitchen, and all other common spaces.
- Assess the cleanliness of the exterior spaces of the building such as the parking lot, sidewalks, courtyards, smoking areas, and outside fixtures.

- Ensure the interior and exterior facility structural components are safe and in good condition.
- Act as liaison between program service provider and TCP contracted vendors.
- Maintain daily site checklists.
- Ensure safety standards are followed throughout the facility.
- Other duties assigned as deemed appropriate.

MANDATORY REQUIREMENTS

EDUCATION AND EXPERIENCE

- Must have at a minimum a Bachelor's degree in Facilities Management, Facilities Engineering, Business Management and/or related qualifications and experience such as project management, business management or construction management. He/ she must demonstrate working knowledge of principles and practices of project management OR minimum of 5 years' working experience in a similar role. Extremely organized with effective communication skills. Detail-orientated with an aptitude for problem-solving.

REQUIRED SKILLS AND ABILITIES:

- Advanced computer literacy and expertise with software used in a typical office environment, e.g., Microsoft suite of office products, Excel, Outlook, Word, and PowerPoint to create and maintain reports and logs
- Excellent communication skills, to include ability to communicate clearly in writing and verbally to a wide range of audiences (customers, co-workers, managers, the public, stakeholders, etc.) face-to-face, virtually, or via telephone or other communication devices to elicit information
- Ability to operate basic office equipment
- Outstanding organizational skills and ability to effectively prioritize and multi-task
- Must have great listening skills and the ability to work well with people at various levels inside and outside of TCP
- Working knowledge of occupational hazards and workplace safety precautions
- Exhibit a high level of confidentiality along with superior customer service skills
- Must be able to gather and analyze information quickly and skillfully
- Experience in budget development and management
- Familiar with maintenance systems, including preventive management and supplies management
- Ability to work independently and function well as part of a team

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

- The employee will have direct contact with other employees and the public
- Must be able to perform work in a variety of weather conditions
- Physical ability to bend, stoop, climb three flights of stairs and reach overhead
- Ability to travel on a frequent basis (scheduled or unscheduled) to and from facilities located throughout the District of Columbia

- Ability to exhibit manual dexterity to dial a telephone, operate a computer keyboard and handle paper documents
- Ability to enter data and/or information into a computer
- Ability to understand written and/or oral instructions
- Ability to read a computer screen and printed materials with or without vision aids
- Physical ability to bend, stoop, climb stairs and reach overhead
- Prolonged periods of sitting at a desk and working on a computer

APPLICATION PROCESS

- Apply for this position through the TCP career center [Recruitment \(adp.com\)](https://www.adp.com)
- Your response to this job announcement may be considered for other similar available positions within The Community Partnership.
- No phone calls.

TCP has a mandatory COVID19 Vaccination (and booster) Policy. On your first day on site, you will be required to produce a COVID19 Record of Vaccination or other documentation to prove to TCP that you have been fully vaccinated from the coronavirus. Further, TCP contractors must also follow all health and safety protocols established by TCP to help maintain a safe workplace and healthy environment.

The Community Partnership for the Prevention of Homelessness is an equal opportunity employer, committed to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention, or other personnel actions affecting contractors, employees or applicants for employment. Personnel or selection decisions shall be based on merit and the ability to perform the essential functions of the work, with or without reasonable accommodation.

If you have any questions about our company policies or your rights as an applicant or require a reasonable accommodation, please contact our Office of the General Counsel at 202.543.5298 (ext. 307).