



Bethlehem Inn Job Description

Job Title: Maintenance Technician
Department: Facility
Reports To: Facility and Program Director
Prepared By: Facility and Program Director
Prepared Date: 4/30/26

Mission & Position Summary:

Founded in 1999, the Bethlehem Inn is a community supported emergency shelter committed to providing a safe, secure and accountable environment for residents. Our goal is to support, advocate for, and support residents in making life-affirming choices.

The primary responsibility for any staff member is the safety and security of the facility, staff, residents and volunteers, while providing emergency shelter and food. This requires the flexibility of all staff members to adjust to and respond accordingly to immediate issues of concern, whether identified by another staff member, resident or outside representative. Teamwork and open communication between staff is essential in the success of the Bethlehem Inn, its residents, staff, and volunteers. The Bethlehem Inn uses a team approach for management and staff and requires that all employees be responsible for holding themselves and other staff members accountable. This promotes a healthy and fulfilling work environment.

The primary role of the Facility Manager is to ensure safe and smooth operations of the physical facility. The Facility Manager is responsible for providing the needed structure and schedule for direct reports as well on-going educating of staff to understand general operation and maintenance of the building. The role ensures that building repairs and maintenance are prioritized and reviewed on a regular basis. Much of the on-site work to be performed will be done by facility staff.

Maintenance Technician Duties & Responsibilities: to include both sites in Bend and Redmond

(Includes the following though other duties may be assigned)

- Ensures accessible written standard operating procedures for facility related matters in place for staff training and reference; updates as needed; Reviews to ensure facility and maintenance policies are followed; Implements corrective measures when compliance issues arise;
- Works with Inn staff to ensure proper training, knowledge and safety equipment is utilized;
- Maintains compliance with fire and safety codes and coordinates regular fire drills.
- Ensures all fire suppression equipment and preventive measures are in place;
- Maintains order in facility storage areas and creates a tracking system of inventory and inventory locations;
- As needed participates in recruiting, interviewing, training of Facility Department staff;
- Ensures that re-donations/disposals/redistribution functions smoothly to maintain a clean, safe facility.
- Tracks and monitors all facility equipment repairs, maintenance and warranties.
- Oversees performance of seasonal duties (i.e. irrigation, winterization, snow removal, etc.)
- Builds and maintains relationships with vendors for repair and maintenance of facilities.
- Works with outside inspectors to ensure building and facility compliance.
- Oversees all work orders, maintenance and repair of facility and equipment.
- Plans, organizes, directs, and inspects the work of contractors.
- Adheres to budgetary constraints and makes recommendations when necessary.
- Basic maintenance and servicing (plumbing, electrical, vacuums, drywall, painting, HVAC, TV and electronics, etc.).
- Organize inventory tools and supplies
- Ground maintenance (snow shoveling, racking, sweeping, dumpster enclosure, etc.)

- Inspects the irrigation system regularly to make sure it is functioning properly, repairs as needed · Problem solving and repair skills for maintenance issues.
- Preventative building maintenance.
- Maintenance and upkeep of organizational vehicles.
- Supervises or delegates the occasional pick up and drop off of various items.
- Occasional furniture moving.
- Drops off redeemable bottles and cans weekly.
- Takes down, and stores holiday decorations
- Assists in setting up and break down of organizational events
- Prioritizes tasks and follows specific procedures
- Follow safety procedures and models by good example.
- Works as part of a team to find solutions and takes initiative in finding other tasks
- Maintains contact via walkie talkie
- Nurtures positive optimistic attitude in the staff and communicates a sense of mission to the team.
- Maintains duties as assigned by Facility Director
- Attends quarterly Staff meetings
- Plays an active role in the Safety Committee; works with Facility Manager on an annual training plan that works to maintain an accident free work environment and creates a climate of awareness through monthly training.
- Participates as a member of the Facility Committee.
- Lawn maintenance. (Redmond)
- Maintain storages in both locations.
- Have a working knowledge of our locking systems. (Currently using Dormakaba & Onity)
- Ability to travel between sites in Bend and Redmond as needed.
- May be called to assist in Facility emergency situations in off hours.

General Operational Duties & Responsibilities:

(Includes the following though other duties may be assigned)

- Maintains ongoing communication with all departments, staff and volunteers in facility related issues;
- Work with program staff to hold residents accountable for their actions in accordance with our rules and regulations. When necessary, responds immediately and thoroughly to violations;
- Maintains contact (via walkie-talkie) with front desk and other staff;
- Conducts rounds regularly, alert for suspicious/illegal activity and responds accordingly;
- Maintains required forms; incident reports, grievances, etc.;
- Checks incoming mail, Sorting, distributing, saving and/or forwarding resident mail;

Professionalism:

- Demonstrates capacity to serve diverse people in a culturally sensitive and non-discriminatory manner.
- Sets and models high standards of honesty, integrity, and ethical behavior.
- Acts with a sense of reasoned urgency.
- Is adaptable and flexible and deals effectively with uncertainty.
- Represents self well with both internal and external customers in day-to-day interactions.
- Demonstrates effective and professional written and interpersonal communications skills.
- Deals effectively with conflict and works toward positive resolution.

Planning, Coordination and Teamwork:

- Demonstrates capacity to serve diverse people in a culturally sensitive and non-discriminatory manner.
- Provide coverage and assistance for team members in all tasks to as required to maintain continuity of services.
- Works as part of a team to find solutions and takes initiative in finding other tasks that need to be completed to assist other team members.
- Nurtures positive optimistic attitude in the staff and communicates a sense of mission to team.
- Punctuality, dependability.
- Has good written, organization and communication skills.
- Forward thinking, plans ahead, has good time management

Minimum Qualifications:

(Qualifications applicant must possess in order to be considered for the position; possible exception if an applicant possesses appropriate substitute qualifications)

- Two years of experience in related field.
- Oregon Food Handler's Card (must be obtained prior to first day of employment)
- Understanding the issues surrounding homelessness, chemical dependency, and domestic violence.
- Demonstrated ability to supervise others and work independently. Ability to appropriately assess a situation and take corrective action as necessary.
- Knowledge of services available to low-income and homeless persons in Deschutes County through Bethlehem Inn and other agencies or the demonstrated ability to obtain such knowledge.
- Demonstrated ability to provide crisis intervention and to follow procedure in crisis situations.
- Ability to write and speak clearly and concisely.
- High degree of discretion/excellent judgment.
- Must be able to lift 50lbs
- Must be able to climb a ladder
- Must be able to be on a roof and/or be in small spaces
- Must have the ability to work independently

Preferred Qualifications:

(Qualifications which are desired in applicants, however applicants without these qualifications will not necessarily be excluded from consideration if they possess minimum qualifications.)

- Bilingual English/Spanish preferred.
- Up-to-date CPR/First Aid Certification

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit; stand; walk; use hands to finger, handle, or feel; reach with hands and arms; lift up to thirty (30) lbs; climb two (2) flights of stairs; and talk or hear. The employee is occasionally required to lift up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- The work environment can be unpredictable depending on the time of day and resident activity. The Bethlehem Inn is a fluid environment and a successful applicant should have the ability to think quickly on their feet and act with patience and compassion. Our residents are people with challenging needs often coming from chaotic circumstances. It is important for all staff to provide an environment of certainty and calm in what can sometimes be confusing situations.