



The Evangelical Covenant Church

JOB DESCRIPTION

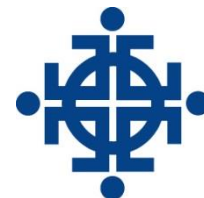
Position: Facilities and Mailroom Assistant
Team: Operations - Facilities
Reports to: Facilities and Mailroom Manager
Supervises: None
Status: Nonexempt, Part-time

Summary

The Facilities and Mailroom Assistant assists the Facilities and Mailroom team to ensure mail room and facilities are responsive to the operational and functional needs of the 8303 facility and ECC events. This position engages and provides customer service to the ECC's entire constituency to ensure facility, grounds and resources are operational, safe and ready for all engagements. Additionally, this role supports efforts in the mailroom for both internal and external audiences: to include shipping, assembly, deliveries, mailing, transport, moving and packaging.

Essential Functions

- Engage in professional, hospitable, and courteous communication with constituency.
- Assist in prepare incoming and outgoing mail for distribution.
- Use hand or mail handling machines to time stamp, open, read, sort, and route incoming mail.
- Address, seal, stamp, fold, stuff, and affix postage to outgoing mail or packages.
 - Verify that items are addressed correctly, marked with the proper postage, and in suitable condition for processing.
 - Place incoming or outgoing letters or packages into appropriate bins.
- Track information and data of mailing efforts on corresponding tracking sheets.
- Perform light cleaning duties, such as:
 - cleaning/clearing floors, sidewalks, parking lot and/or steps from debris and/or any waste.
 - Service, clean, or supply restrooms.
 - Washing internal glass/windows and wiping down door, door mechanics and/or walls of stains or debris.
 - Clean building floors by sweeping, mopping, scrubbing, or vacuuming.
 - Gather and empty trash.



- Maintain meeting room, shared spaces, Café and general office areas in orderly condition.
- Support the day-to-day operations of our facilities and mailroom, to include but not limited: maintenance projects; routine maintenance activities; office/office furniture set-up and breakdown; recycling program; cleaning/clearing snow or debris from entry ways and sidewalk, and/or safety checks.
- Provide shipping, receiving and transportation support during meetings and events.
- Notify and report any areas/items identified to be in need of repair, maintenance and/or pose a potential safety threat.
- Follow procedures for the use of any chemical cleaners and power equipment to prevent damage to floors, fixtures, furniture and property.
- Mix water and detergents or acids in containers to prepare cleaning solutions, according to specifications.
- Assist during safety drills and provide assistance during Emergency Response efforts and/or evacuations.
- Aid in meeting room set-up and services to ensure space and resources are prepared for engagements.
- Assist in managing inventory of resources, area and supplies of the Café and the 1st floor kitchenette (keeping inventory of coffee, kitchen supplies, cleanliness, equipment, etc.).
- Ensure work areas and storage facilities are properly maintained, organized and clean.
- Other duties as assigned.

Education and Experience

Required: HS degree and a minimum of one – three years of experience working in mailroom, facilities/building maintenance, janitorial, transportation, and/or shipping/receiving. Hold a type “C” driver’s license.

Skills

- Proficient in Microsoft and Windows applications.
- Detail oriented, strong organization, prioritization and time-management skills.
- Excels in attention to detail with high level of accuracy.
- Capable to operate with discretion and confidentiality at all times.
- Works well under pressure and is able to accomplish multiple tasks, with conflicting priorities and timelines. Ability to track and report progress on a wide range of tasks.
- Knowledge of facility, emergency response and mail room activities.
- Skilled to respond to and deal with a range of ad hoc queries/requests.
- Maintains flexibility in approach and adjusts actions when appropriate.
- Excellent people skills to embrace diversity of schedules, backgrounds, formats, contexts, etc.
- Facilitates exceptional customer services, to include customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.



- Uses critical thinking skills, applying logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to address challenges and ensure efficiencies in operations.
- Self-starter, with the ability to work independently. Position works as part of the team, but also requires developing one's own ways of doing things, guiding oneself with little or no supervision, and at times completing tasks independently.
- Ability to observe, receive, and otherwise obtain information from all various relevant sources.
- Apt to using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Skilled in monitoring and reviewing information from materials, events, or the environment, to detect or assess problems and/or potential risks.
- Provide information to supervisors, co-workers, and constituency by telephone, in written form, e-mail, and/or in person.
- Understand and formulate written sentences and paragraphs in/for work related documents.
- Engage active listening skills in interactions with constituency (giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times).
- Perform physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials. Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Able to inspect equipment, structures, or materials to identify the cause of errors or other problems or defects.
- Reliable, responsible, and dependable in fulfilling obligations.
- Maintains composure during stressful, demanding or conflictual situations and exercises de-escalation strategies.

Environment Conditions

Able to work well in professional office setting. Must hold a valid driver's license and be available some nights and weekends. Must be versatile and able to work for prolonged segments sitting, standing, driving, etc.. Must engage frequently with office tools and equipment, such as: office equipment and machinery, computer, copier, phone, web-conferencing equipment, cell communication, printers, dolly, cutting, packaging, and delivery tools, power and maintenance tools, vehicle, dolly, etc. Must be able to occasionally lift or move items, less than 75 lbs.; and using machinery to move boxes and crates (Pallets, dolly etc.) Pack and unpack, move and lift boxes that contain event materials.