



Maintenance Department Head

EXEMPT: No	SALARY: \$12.04-18.68
LOCATION: 25 4 th Street, Eureka/811 I Street, Arcata	DEPARTMENT: Maintenance
REPORT TO: Arcata and Eureka Store Managers	DATE: 07/28/2017-08/02/2017

SUMMARY: Responsible for all functions of store maintenance including repair of all Co-op equipment. Manage and prioritize projects and task as requested.

PURPOSE:

To ensure an organized, efficient maintenance department.

QUALIFICATIONS:

- Ability to motivate self and/or staff.
- Good communication and listening skills.
- Ability to work well with others in a cooperative environment.
- Commitment to superior customer service.
- Sense of humor.
- Ability to lift 50-80lbs.
- Regular, predictable attendance.
- Ability to plan, develop and implement efficient and productive systems.
- Previous maintenance/construction experience including carpentry, electrical, plumbing, roofing, auto mechanics, grocery industry, food service equipment and lightning systems.
- Ability to manage projects.
- Follow and enforce all policies.

RESPONSIBILITIES:

Customer Service

- Treat people fairly, consistently and with respect.
- Ensure efficient and friendly service from department staff.
- Provide feedback and maintenance updates to staff.
- Investigate and respond to maintenance requests in a timely manner.

Department Operations

- Ensure an organized, efficient maintenance department.
- Maintain and repair of all Co-op equipment.
- Preventive maintenance of refrigeration, HVAC, lighting, equipment and plumbing.
- Project management
- Act as the General Contractor on all Co-op projects requiring outside contractors.
- Schedule contractors, meet and review scope of work in the bidding process.
- Evaluate and provide suggestions on all project proposals.
- Manage project timelines, budgets and resources.

- Maintain and organize department. (i.e., equipment, materials, reference materials, invoice, service histories)
- Invoice management- process timely, accurate coding to proper accounts and records on vendors.
- Set daily priorities for staff to ensure productive work flow.
- Maintain on-call schedule, compensation and response time.
- Timely response to maintenance request.
- Perform all other duties as assigned by Store Manager.

Store Operations

- Ensure safe, smooth and efficient store operations.
- Ensure the maintenance and repair of all equipment and property of the Co-op.

Personnel

- Schedule staff according to established weekly labor budget.
- Follow and enforce performance standards for department staff.
- Arrange for coverage of vacant shifts and fill in as needed.
- Ensure on the job training for department staff utilizing training checklists.
- Participate in hiring process.
- Conduct timely evaluations of staff in coordination with Human Resources.
- Communicate with Store Manager on disciplinary actions using required document procedures.
- Ensure daily communications of on-going operational issues.
- Schedule and conduct monthly staff meetings.
- Attend weekly department manager meetings.

Sanitation & Safety

- Ensure employee standards of safety.
- Ensure that displays, coolers, work and storage areas, and sales floor are clean and orderly.
- Ensure all safety standards are followed during each task.
- Ensure that all required department staff are certified to drive the forklift.

GENERAL PROFESSIONALISM

- Adhere to Department Head Code of Conduct.
- Model high standard of customer service.
- Uphold and enforce all North Coast Co-op policies
- Minimize absences and be punctual.
- Disseminate ideas, proposals and other information in a clear, effective and timely manner.
- Take frequent opportunities to recognize good work.
- Maintain positive relationships with outside professionals.
- Maintain frequent computer back ups.
- Maintain confidentiality.
- Perform other tasks as needed.

***This is a bargaining unit position that will require applicants to join UFCW and pay initiation fees and monthly dues.**