



Position Profile

Technical Services Specialist

January 2019

SUMMARY: The Technical Services Specialist monitors, maintains, diagnoses, and repairs technical systems including but not limited to HVAC and refrigeration equipment, commercial appliances, and water systems throughout the Canyon facilities according to Foundation standards.

PROGRAM MISSION: Canyon Operations exists to maintain and protect Canyon facilities and operations while providing outstanding hospitality and service to the programs, staff, and guests of the Foundation. At the core of the mission of Canyon Operations is to provide facilities and services that contribute to meaningful retreat experiences.

ORGANIZATIONAL VALUES: Rooted in our Christian faith, daily work reflects the Values of Hospitality, Stewardship, Unity, and Excellence.

ESSENTIAL FUNCTIONS:

- Collaborate with regional Facilities Director to understand standards and priorities for Canyon facilities and services
- Performs diagnostics and replaces components in response to technical systems concerns in a timely manner according to Foundation standards
 - Minimal downtime for air conditioning and heating equipment
 - Refrigeration, kitchen equipment, and all appliances proactively maintained and in good working condition
 - Water systems, both potable and wastewater, maintained according to applicable regulatory agencies
 - Routine monitoring and maintenance completed in a timely manner
 - Positive response to supervisory feedback, correction, and redirection
- Respond when requested for program support, maintenance needs, and/or emergency assistance
- Participate in weeknight and weekend call duty rotation
- Ability to adjust work days during summer schedule
- Assist with improvement projects when assigned
- Cooperate with administrative and Canyon staff in support of their services

- Supports the regional team by providing backup support as needed to ensure team commitments and expectation standards are met
- Exhibits a positive and cooperative attitude when assigned cross-functional job assignments
- Embraces learning new skills and techniques to accomplish team goals

QUALIFICATIONS:

- High school diploma or equivalent
- Minimum of 2 years of current technical experience with HVAC, refrigeration, and appliance service and repair
- Applicable licenses and/or certifications
- Water and/or wastewater systems experience a plus
- Basic building maintenance skills needed for “call duty” response
- Ability to work varying schedules to accommodate coverage for camping program events that include nights and weekends
- Ability to work unsupervised and meet deadlines

COMPETENCIES-Knowledge, Skills, and Abilities:

- Technical Expertise: Use of specialized skills and knowledge in the completion of job tasks
- Teamwork: Working collaboratively with others to achieve organizational goals
- Problem-Solving: Identifying problems, diagnosing, and implementing appropriate solutions
- Service: Dedication to meeting the needs of others—both employees and guests
- Adaptability: Exhibits flexibility towards change
- Dependability: Follow instructions, respond to management direction, take responsibility for own actions, and keep commitments; ability to work alone and unsupervised

PHYSICAL REQUIREMENTS:

- Ability to perform physical work for 8+ hours at a time, with appropriate breaks
- This position is active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing during the day
- Employee must be able to lift and move items up to 50 pounds
- Ability to properly use a ladder; some climbing necessary (ladders and roofs)
- Must be able to operate a motor vehicle

WORK ENVIRONMENT:

- Ability to work outside on uneven terrain and in varying weather and environmental conditions.
- Employee may be exposed to noises and vibrations, moving mechanical parts, fumes and/or airborne particles
- Subject to encounter small spaces, crawl spaces, attics, and duct systems
- Ability to work varying schedules based on camping program needs, including some weekends

REPORTING RELATIONSHIPS

- This position reports directly to the Director of Facilities

PIVOTAL RELATIONSHIPS

- Regional Facilities Team
- Canyon Operations Team
- Administrative Support Team
- Canyon Programs (LL, LLYC, LLFC, Foundation Camps, Outdoor School)

For more information and/or to apply, contact sseverson@hebfdn.org or call 713-303-7086.