



# International House

**Position Duties:** Maintenance Worker /Handyman  
**Functional Title:** Building Operations Technician  
**Office:** Facilities Management  
**Reports To:** Manager, Building Operations/Resident Superintendent

## About International House:

Founded in 1924 by John D. Rockefeller Jr. and the Cleveland H. Dodge family through the initiative of Harry and Florence Edmonds, International House is a residence for postgraduate scholars and trainees in New York City with a mission to prepare leaders for the global community. International House is home typically to more than 700 carefully selected graduate students and young professionals annually – representing 100 countries and more than 70 top schools and businesses. We provide an unrivaled opportunity for our Residents to thrive through daily interactions in a culturally, politically, and economically diverse environment and programs designed to expand the world views of these emerging leaders. We believe that leadership guided by the core values of the International House experience – Respect, Empathy, and Moral Courage – can create a more just and peaceful world. Learn more at [www.ihouse-nyc.org](http://www.ihouse-nyc.org).

## Overview:

International House (I-House) has an exciting opportunity for a skilled maintenance worker to fill our Building Operations Technician position. Supporting the Values of Empathy, Respect and Moral Courage for all members of International House is the goal of our Building Operations team, which works within the Facilities & Site Operations Department. This position manages work requests for 700 resident rooms, Administrative Offices, public access spaces as well as the exterior building and grounds. A Building Operations Technician could patch and paint walls one day, and then update kitchen or bathroom fixtures the next day. No two days are alike which creates a challenging but interesting work environment with opportunities to gain experience and grow within the organization. If you are seeking a career opportunity that provides you with a rewarding work experience, dedicated and supportive colleagues, continued professional development, and competitive benefits, then we would love to hear from you.

## Job Position:

The Building Operations Technician position is a critical collaborator and member of the I-House Building Operations team responsible for a wide variety of facility related duties, periodic maintenance tasks and capital improvement projects. Some of the duties are as follows:

- Provide support to the Building Operations team, which consists of eight full time employees. Assist the Manager, Building Operations, with setting team priorities, help coordinate and schedule other staff assignments, and establish team goals and objectives.
- Be a key contributor within the Building Operations team that has responsibility for the day-to-day building repair and maintenance requirements for seven hundred resident rooms, Three Guest Suites, Eight Administrative Offices, and many common spaces as well as the exterior building and grounds.
- Recommends, develops and implements preventative maintenance programs and best practices with an emphasis on cost efficiency and best value.
- In partnership with the Manager, Building Operations, coordinate planning, communication and implementation of interior and exterior projects and modifications of buildings.
- Communicate directly with and occasionally manage external vendors and contractors working in the building.
- Interact and communicate with residents and staff and provide necessary Facilities services and updates when systems or equipment may be impacted by service or project related maintenance work.
- Work with the Manager, Building Operations, to achieve and maintain regulatory compliance with all NYC Building Codes and other regulatory agencies. This involves performing work that supports the facility to achieve proper certification requirements.
- Building Operations Technicians are expected to play a key role on Life Safety evacuation procedures.
- Periodically inspect buildings for safety hazards and maintenance needs and develop corrective action work plans to address items identified. They should be knowledgeable in general OSHA regulatory guidelines and apply that knowledge in improving our facilities with a goal of having a highly safe and comfortable working and living environment.
- Immediately and affirmatively respond to and resolve building occupant complaints, including but not limited to lighting, temperature, noise, air quality, vermin, and elevator operations.
- Work on assigning or completing all Upkeep Work Ticket Management system requests in a timely matter and to complete satisfaction of both Facilities management and the Resident.
- Work with Public Safety & Resident & Guest Services personnel to respond to requests for emergency assistance after normal business hours.
- Enforce building rules and establish procedures for the safe operations and maintenance of the building facilities.
- May work on special projects as assigned by the Manager, Building Operations. This will include being involved in the development of special project's scope of work and its

preliminary budget, soliciting service agreements from contractors, and coordinating contractor site movements.

- Attend periodic Departmental or Organizational staff meetings.

#### **Minimum qualifications:**

- Three (3) years prior experience in maintenance, facilities or a field with related skills
- Basic knowledge of general repairs and maintenance work
- Ability to complete work in accordance with established timeframes, quantity, and quality requirements for thoroughness
- Excellent customer service and problem-solving skills with the ability to remain positive and professional
- Must be able to physically perform the tasks of the position and understand and carry out written and oral instructions. This includes extensive walking, standing, stair climbing, bending, pulling, pushing, climbing, and lifting at least 50 pounds.
- Available for evening, weekend and holiday work, as needed.

#### **How International House supports you:**

We know our teams are the heart of our success and we are committed to showing our appreciation by offering the following:

- Opportunities to advance your skills and grow your career with financial support for maintenance certifications obtained.
- Comprehensive benefits – Health, Dental, Vision, Life insurance and 403b with company match, generous paid time off (sick, vacation and holidays), and tuition reimbursement.
- Team Lunch and Learns throughout the year where you can educate yourself on safety training and personal and professional development while enjoying complimentary lunch with your colleagues.
- A friendly, inclusive and collaborative work culture committed to I-House's Vision of Empathy, Respect and Moral Courage.
- Monthly Birthday and Anniversary celebrations and Organizational Staff appreciation events.
- Staff discount within our full service, on-site Dining Facility.

#### **Salary Range:**

\$26 per hour starting rate.

#### **How to Apply:**

Please submit a cover letter and resume via e-mail to [careers@ihouse-nyc.org](mailto:careers@ihouse-nyc.org) with "Building Operations Technician" in the subject line.

*International House provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, International House complies with applicable state and local laws governing nondiscrimination in employment. International House expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.*