

# **Building Monitor**

*Revised August 31, 2024*

**Location:** Marion Gerrish Community Center (MGCC), 39 West Broadway, Derry, NH 03038

**Employee Type:** **Part-time; Monday & Wednesday, 3 pm to 9/10 pm**  
anticipated 12-14 hours p/ week, not to go over 40 hours p/ week

**Hourly rate:** **\$20 per hour**

**Reports to:** Office Manager

**About us:** The Marion Gerrish Community Center is a 53 year old, nonprofit organization that provides meeting space to 150 different organizations including sports teams, business groups, social service organizations, support groups, clubs and more. We also provide senior and community programming. We are open Monday – Friday 8 am to 9:45 pm and Saturday 9 am to 4:45 pm. In addition, we rent our rooms for event and business use. The main source of revenue for our nonprofit is from our Thrift Shop where customers donate their items, and we resell them at a nominal cost providing another resource for our community.

**General Position Description:** **The Building Monitor is solely responsible for the building and its customers during their shift. This position is an equal balance of customer service, custodian, and janitor. This is an essential, key holder position, so dependability is a requirement.** The Building Monitor will begin the shift by reviewing information and notes from the Office Manager and the days room usage. The Building Monitor will then ensure the cleanliness of 8 rooms, 5 bathrooms, 2 hallways and 2 staircases. Prior to customers' arrival, all rooms will be prepared for use, including cleaning the rooms that have been used, turning on lights, TVs and air purifiers. All bathrooms will be cleaned at the start of shift. Any rooms not intended for use in the evening can be cleaned and prepared for closure for the night. The Building Monitor will promptly & professionally greet guests; direct them to their rooms and provide support as needed. Examples of support may include soda machine sales, providing supplies like HDMI cord or white board markers, accepting donations, answering telephone, and the like. While the guests are in meetings, the Building Monitor will be responsible for cleaning the building. The Building Monitor will NOT make any room bookings and instead ask customers to call back Monday – Friday 9 am to 4 pm. As the sole caretaker of the building during the shift, the Building Monitor must have exceptional decision-making skills. The Building Monitor is a key holder and responsible for opening, closing, and alarming the building. Although this position reports directly to the Office Manager, the Building Monitor may also receive directives from the Executive Director. After groups leave, the rooms will be cleaned and all 5 bathrooms will be cleaned again at the end of shift. The building will be clean and ready to use when the day shift arrives the next day. **When the Center closes, the doors must be locked, and no one allowed admittance. The Monitor will always carry a telephone while working. Closing time will vary with the usage of the building, typically between 9-10 pm. All groups must be out of the building by 10 pm.**

## **Key Responsibilities Include:**

- Overall to maintain the center in a neat and orderly manner and ensure the guests have a pleasant experience while using the building.
- Responsible for the care of the building, contents, and customers
- The Building Monitor will solely oversee the Center during their shift.
- Professionally answer phone calls & assist visitors at the Center.

- Answer guest questions and supply needed items.
- Direct customers to their rooms
- Make sure the building is closed properly including locks, alarms, heating/cooling, and windows.
- Change outdoor and indoor informational signs as needed.
- Exceptional cleaning of the interior building.
- Ensure rooms are set up correctly for groups and put back correctly after use.
- Special projects as assigned.
- Perform light & heavy cleaning duties on a daily, weekly, and monthly basis.
- Perform light seasonal duties such as light snow removal & sanding/salting at entrance to building.
- Assist with candy & soda machine sales, photocopies and collecting donations/payments.
- Willing to be interrupted, while performing required duties, to assist with Center operations.
- This position is a key-holder for the building.
- Other duties as assigned.

**Additional Requirements, Knowledge, Skills, and Experience Include:**

- Experience as a janitor/custodian is preferred.
- Demonstrated responsibility in prior positions including key-holder is preferred.
- Must be dependable and punctual.
- Strong customer service orientation and experience preferred.
- Must be self-motivated, hard-working, and able to work independently.
- Must have good judgment and ability to make wise decisions using common sense skills.
- Resourcefulness and initiative; ability to operate with minimal supervision.
- Acceptable criminal record with required completion of NH Criminal Records Release
- Solid interpersonal and communication skills and professional demeanor
- Ability to lift and move up to 50 pounds with assistance.
- Knowledge and ability to use machines for cleaning (vacuum, broom, mop, etc...)
- Demonstrate careful attention to detail.
- Ability to prioritize and handle multiple projects simultaneously.
- Good telephone skills
- Ability to make small dollar change & correctly work with money.
- Reliable transportation to work.

**Physical Requirements:**

While performing the duties of this job, the employee is regularly required to talk, hear, write, and read. The employee is frequently required to stand, walk, use hands and fingers, reach with hands and arms, and lift/move up to 50 pounds with assistance. **The employee is frequently required to ascend & descend stairs.** The employee is occasionally required to sit, climb, balance, stoop, and crouch.

**Environmental Conditions:** noise, toxic chemicals such as cleaning solvents & exposure to weather. Protective gloves and mask and ear plugs are available to employees.

By signing below, I am acknowledging that I have a thorough understanding of the job description, and nothing precludes me from performing this job as outlined.

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Employee Signature & Date

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Office Manager Signature & Date

Executive Director Signature & Date