



Position Title: Operations Driver and Day Porter
Department: Operations
Exemption: Non-exempt
Supervisor: Operations Manager and Operations Shift Coordinator

Job Summary:

Operations Staff help contribute to the day-to-day operations of the Center by following set policies and procedures, providing customer service to Veterans and staff. As a Driver, you are responsible for transporting employees and clients in a comfortable, safe and timely manner. As Day Porter, you are responsible for performing tasks in support of Operations Department - logistics and housekeeping. Duties include removing trash, maintaining common room areas, restocking bathrooms and responding to cleaning emergencies.

Primary Responsibilities:

Driver

- Conduct vehicle runs in support of employees and clients as scheduled and coordinated by Operations Shift Coordinator
- Conduct daily vehicle inspections; record trip mileage, destinations, times, etc.
- Maintain vehicle cleanliness
- Use navigation tools to find the most optimal route
- Interacting with riders in a professional manner
- Ensuring vehicles have sufficient gas and are always ready for use

Day Porter

- Support logistics manager – When available, support logistics manager in all aspects of logistics, to include: Organize and store donated goods, conduct locker pulls, change locker locks, keep dorms and dorm bathrooms clean, etc.
- Support Dining Coordinator – When available, support dining coordinator in all aspects of cleaning, organizing, and dining service.
- Support Housekeeping – When available, inspect main floor restrooms for cleanliness and an adequate supply of toiletries, remove trash. General maintenance of cleanliness of the building.
 - Common areas are to be picked up and organized throughout the day.
 - Building entrances are to be policed for removal of all litter, debris and trash, including cigarette butts during the course of the workday. Entrances should appear neat and orderly at all times.
 - Walk the exterior perimeter of the building, to include neighboring business, to remove cigarette butts, papers, litter and other debris.
 - Perform minor snow removal maintenance services as directed, including minor shoveling, sanding, salt spreading and sweeping of walkways and footpaths.



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- Provide support to all departments, including, but not limited to moving of office-related furniture, equipment and supplies on an as-needed basis; requests for delivery of extra bottles of water for water coolers; and cleaning the interiors of small office refrigerators. Work orders will also include tasks related to function set-ups and take downs.
- Position may consist of continual lifting and moving equipment and furniture

Education/Preferred Experience:

- High School diploma or GED equivalent, required
- Must have a valid Massachusetts Driver's License
- 3 years driving experience, required.
- Excellent organizational and time management skills.
- Exceptional interpersonal skills.
- Good verbal communication.
- Proficiency using GPS devices.

Essential Functions:

- Physical strength and ability to lift up to 70 pounds.

Other skills/experience necessary:

- Must be committed to a strong customer service philosophy.
- Must be reliable—responsible and dependable, and fulfilling obligations
- Demonstrate excellent interpersonal skills needed to interact with all levels of internal personnel and external entities, including management, visitors and Veterans.
- Must be a self-motivated individual with the ability to function in a complex environment with limited supervision and direction.
- Must pay particular attention to detail—thorough in completing work tasks.
- Must be a dedicated team player and comfortable working in an open, highly collaborative, diverse environment