FACILITY ASSISTANT
ACMHS – Main Office | Oakland, CA

JOB SUMMARY

The Facility Assistant is responsible for ensuring that ACMHS facilities are kept clean and orderly and operational.

RESPONSIBILITIES

- Essential Duties & Responsibilities include the following. Other duties may be assigned:
  - The Facility Assistant is responsible for general oversight of facilities.
  - The Facility Assistant oversees the daily operation and organization of furnishings, fixtures and equipment.
  - Assist visitors in answering or directing questions and concerns to appropriate staff.
  - Perform other related duties, responsibilities and special projects as assigned.

QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
  - Education – High School Diploma or GED required.
  - Certificates, Licenses and/or Registrations – CA DMV license required.

- Demonstrated knowledge of mental health and mental health processes and procedures.
- Thorough understanding and experience in the delivery of services to an ethnically and economically diverse population.
- Customer Service—manages difficult internal and external customer situations, responds promptly to customer needs, solicits customer feedback to improve service, and meets commitments.
- Interpersonal Skills—focuses on engagement, conflict resolution and de-escalation, and demonstrates professionalism. Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- Computer Skills—excellent computer skills in a Microsoft Windows environment including email and Internet navigation required. Experience with Human Service Information Systems strongly preferred.
  - Experience with helping others their computer problems as necessary and with web based programs, web based time and attendance and staff training and development system helpful.
- Must be passionate about ACMHS’s mission.

PHYSICAL, ENVIRONMENTAL AND MENTAL REQUIREMENTS:
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to:

- Physical: Occasionally required to push/pull objects up to 100 lbs, and frequently required to lift/carry objects up to 50 lbs. Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to frequently move about the office to access file cabinets, office machinery, etc, and sit for extended periods of time.
- Sensory: Frequently required to read documents, written reports, and plans. Ability to review client charts for accuracy of information at all times. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.
- Cognitive: Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time. Must be able to remember multiple tasks/assignments given to self and others over a period of several days.
- Environmental Conditions: Frequent exposure to varied office and mixed environments. Occasional exposure to dust, and loud noises.
- **Equipment:** Frequently required to use a computer, phone, and fax machine.
- **Other:** Ability to drive own car or company vehicle throughout the Greater Bay Area occasionally transporting equipment or staff.

**Special Requirements:**
- Must be able to meet and receive a criminal records clearance, as required by Title XXII, other licensing regulations, and practices.
- Must be able to pass post offer, pre-employment medical and drug tests as required under State Community Care Licensing regulations and/or agency policies.
- May be required to obtain and maintain First Aid and CPR certification.

**ABOUT US**

ACMHS helps individuals and communities celebrate and improve life through the promotion, support and provision of mental health treatment, outreach, wellness, education, and research.

ACMHS was established in 1974 by community providers, activists, and progressive citizens concerned about the well-being of our low-income Asian & Pacific Islander (API) immigrants and refugees in need of culturally competent mental health services.

To date, we have 25 full and part-time staff members, including paraprofessionals, marriage and family therapists, licensed clinical social workers, clinical psychologists, and psychiatrists.

The core competencies of our staff reflect a wide spectrum of age groups, immigrant/refugee cultural status and language fluency in several languages and dialects including Cantonese, Mandarin, Japanese, Korean, Mien, Tagalog, Thai, Lao, Khmer, and Vietnamese.