

Maintenance Technician Job Description

Job Title: Maintenance Technician
Supervisor: Manager of Operations/Community Manager
FLSA: Non-Exempt
Date Prepared: Updated 05/01/2016

All employees are expected to support the mission of The Women's Home "to help women in crisis regain their self-esteem and dignity, empowering them to return to society as productive, self-sufficient individuals". This is accomplished in many practical ways and by expressing in everyday work behavior our core values: Dignity – Respect for the worth of every person; Integrity – Honesty, justice, consistency and ethical practice in all relationships; Inclusiveness – Diversity in those we serve, our staff and leadership; Stewardship – Wise use of talents and resources in the service of others; and Wholistic Growth – Empowering individuals to adapt creatively to changes in life. Through honoring these core values we seek to work harmoniously with staff, clients, donors, and the community by maintaining emotional control and diplomacy during all interactions and by communicating verbally and non-verbally in an articulate and professional manner.

SUMMARY With the support of the Lead Maintenance Technician, the Maintenance Technician will control all of the overall maintenance operations while taking a hands-on approach to the completion of assigned projects. The Maintenance Technician is responsible for ensuring the community meets safety requirements and appearance and operational standards as established by management.

Essential Duties and Responsibilities are listed below and will always include those specifically assigned by the immediate supervisor.

- Responsible for various hands-on maintenance duties necessary to maintain and enhance the value of the community by diagnosing problems and making repairs in areas such as HVAC, electrical, plumbing, flooring, carpentry, dry walling, exterior structure, and appliances.
- Reviews daily work order priorities with the Community Manager at the beginning of each day.
- Signs off on all work orders and submits to the Community Manager upon completion.
- Maintains grounds and common areas and keeps them free of trash and debris.
- Responsible for cleaning, sweeping and mopping floors in the leasing office, public restrooms, laundry facilities, and community building.
- Prepares make-ready apartments in regard to painting, carpet cleaning, general repairs, housekeeping, etc.
- Inspects ready apartments for move-in quality. Completes make-ready checklist.
- Monitors the physical condition and immediately reports and corrects unsafe conditions including broken gates, broken steps, and open holes, broken/burned out exterior lights.
- Performs various preventative maintenance functions and ensures the Preventative Maintenance Schedule is followed in order to maintain the community standards.
- Completes regular community inspections.
- Reports all major repairs and requisitions to the Community Manager prior to any expenditure of funds.
- Monitors the maintenance and up-keep of all mechanical equipment and tools including but not limited to water heaters and HVAC units.

- Physically walks and inspects the community on a daily basis proposing upgrades and addressing corrective issues.
- Understands and complies with Fair Housing laws and standards.
- Responds to and performs on-call maintenance emergencies after hour's as required, including on weekends and evenings.
- Maintains maintenance shop so that it is safe, clean, and well organized. Keeps adequate inventory of spare parts and maintenance materials to handle most common repairs and situations ensuring all tools and equipment are properly stored and well-maintained at all times.
- Provides the Community Manager with a list of maintenance supplies and tools needed.
- Assists the Community Manager on special maintenance projects as necessary.
- Accompanies all vendors and governing agencies such as exterminators, electricians, plumbers, City of Houston and County Inspectors, etc.
- Directs approaching residents to the community manager with all maintenance requests and/or complaints.
- Performs all other duties as assigned.
- Provide monthly reports to Manager of Operations.
- Ensure that property meets all building codes and passes inspections including, but not limited to, fire alarm, fire extinguisher, City, County, backflow, and elevator.

Qualifications To perform this position 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 and/or Experience High school diploma or equivalent. At least 3-5 years experience in property maintenance.

Language Skills Ability to read, analyze, and interpret work order requests, "How to" instruction manuals, and general directions.

Mathematical Skills Ability to perform basic mathematical and measurement calculations.

Reasoning Ability Ability to solve practical problems and deal with a variety of frequently conflicting priorities and distractions while maintaining the community.

Physical Demands The maintenance technician position requires sitting, standing, walking, stooping, lifting and reaching. Must be able to lift a minimum of 80lbs.

Work Environment The employee is frequently exposed to outside weather conditions as well as the employee may also be exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Other Qualifications

- Need to have EPA certification to handle refrigerant.
- Preferred apartment complex experience.
Knowledge of current methods, practices, tools, equipment, and materials used in building maintenance and repair work.
- Working knowledge of A/C, plumbing, electrical, appliances, carpentry, drywall, painting, blinds, hardware, screens, doors, key cutting, cabinets and counter tops, roofing, floor tile, fire extinguishers, glass cutting, landscaping and building maintenance skills.

- Knowledge of occupational hazards, and an understanding of safety precautions, building codes and regulations applicable to the maintenance profession.
- High degree of professionalism
- Working knowledge of basic computer operation and MS Office and Outlook.
- Team Player
- Flexible

Other Skills and Abilities

- Organized
- Detail oriented
- Good listening skills
- Confidentiality
- Able to accept constructive criticism
- Able to lead and manage others

Acknowledgment of receipt and understanding of job description

Employee Signature

Printed Name

Date

Supervisor Signature

Printed Name

Date