



# JOB DESCRIPTION

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| Job Title:<br><b>Maintenance Technician</b>        | Job Code:  | Level/Grade:                         |
| Job Family:<br><b>Engineering</b>                  | Exempt:<br><b>Non-exempt</b>   | Plan Code:                           |
| Division/Department:<br><b>Property Management</b> | Reports to:<br><b>Assistant Chief Engineer / Chief Engineer / Senior Chief Engineer / Property Manager / Senior Property Manager</b> | Effective Date:<br><b>March 2019</b> |

## JOB SUMMARY

The following job profile is designed to summarize certain essential information about a job or job category. It is not designed to be a comprehensive or detailed task list for any particular job or job category. This job/job category may have individual or multiple incumbents, each of whom may perform somewhat different specific job duties or tasks consistent with the general function of the Job. Incumbents may be required to perform duties or support functions other than those listed on this job profile as needed. A job profile may be amended at any time with or without notice.

The Maintenance Technician will work closely with the Engineers, administrative staff, and Property Managers to ensure that all daily operational, maintenance and janitorial tasks are taken care of to maintain the value and appearance of the property and equipment.

## JOB FUNCTIONS

1. Maintains regular contact and builds solid working relationships with the Engineers, Administrative Staff, Property Managers and Tenants to ensure the highest level of customer service.
2. Performs preventative maintenance of mechanical operating systems and corrective building interior and exterior maintenance as required by visual inspections and work orders. Notifies Engineers and Property Managers of all work performed. Any maintenance needs regarding life safety or liability must be performed immediately or as reasonably possible.
3. Completes service requests and maintenance repair items in a timely manner and ensures that all requests are handled in a professional manner. Works with online work order system through a smart phone device.
4. Communicates with all members of the property management team regarding tenant matters that pertain to maintenance, service requests or the property.
5. Purchases equipment and supplies for the property within the guidelines of the budget and with the approval of the Engineers and Property Managers.
6. Assists the Engineers or Property Managers in designing specs for a particular job and is able to discuss the bids and make recommendations.
7. Monitors and inspects construction jobs performed on the property including tenant improvements. Construction jobs are to be inspected daily and notes taken regarding progress and problems.
8. Complete knowledge and understanding of the fire protection system including pump houses, risers and monitoring system. Performs inspections required by code and/or insurance company.
9. Monitors and inspects HVAC, mechanical, plumbing and electrical systems and assists with system testing.
10. Develops and maintains logs (with the assistance of the Administrative Staff) on the maintenance history of each building and units as needed.
11. Develops and maintains a site plan depicting riser locations, water main valves, and irrigation control locations.
12. Communicates all issues/concerns relating to the properties with the Chief Engineer and Property Managers.
13. Assists in snow and ice clearing operations if contracted service has an issue.
14. Provides back up for the Engineers, if needed, and is available for after-hours emergency coverage.
15. Ensures compliance with Energy Star, Sustainability Program, Preferred Provider Program, Quality Assurance Program, Disaster Program, and Customer Service/Tenant Retention Program.
16. Adheres to the policies set forth in the Policy and Procedure manual.
17. Assists with special projects and other duties as assigned by the Engineers and Property Managers.

All employees are accountable for compliance with all laws and regulations when performing their job duties. Each employee is expected to be familiar with the legal and regulatory requirements affecting his or her job responsibilities. It is the affirmative duty of each employee to carry out these responsibilities at all times in a manner that complies with all applicable legal and regulatory requirements.

Employees must participate in required training on pertinent compliance laws and regulations as required by the company.

**CORE COMPETENCIES**

1. Effectively multi-task and recognize and address important and time-sensitive tasks and matters.
2. Excellent communication, analytical and problem solving skills.
3. Demonstrates organization skills with the ability to successfully manage multiple priorities in a dynamic environment.
4. Team oriented, with the ability to build consensus and effective relationships in a cohesive business environment.
5. Must have a passion for customer service excellence.

**KNOWLEDGE REQUIREMENTS**

1. Ability to use various testing devices and power tools related to the mechanical trades.

**GENERAL REQUIREMENTS**

1. May be on call as necessary.
2. Valid Driver's License may be required.

**EXPERIENCE / EDUCATION REQUIREMENTS**

1. Trade school credentials for HVAC, electrical and/or construction preferred.
2. A minimum of three years of progressively responsible building maintenance, janitorial and engineering experience.

**PHYSICAL REQUIREMENTS**

*The following physical activities described below are representative of those that must be met by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions and expectations.*

Employee regularly uses a computer workstation or wireless device for extended periods, and must be able to reach out/up and grasp, as well as work in close quarters with others, communicate over the telephone and communicate in writing.

Employee is regularly required to see, talk and hear. Specific vision abilities required by this job include close vision.

Employee regularly may be required to stand for extended periods of time, walk, bend, turn/twist, kneel, stoop or crouch.

Employee occasionally lifts, carries and moves/positions objects weighing a minimum of 25lbs.

Must have the ability to travel to and from properties.

*This job description is intended to convey information essential to understanding the scope of the position and is not an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with it.*