

Maintenance Technician - II

Department: Property Management
Reports to: Property Manager
FLSA Status: Non-exempt

Position Summary: This position is responsible for performing a variety of maintenance and repair work, which may include janitorial work, throughout an assigned property(ies). The position is also responsible for serving as a mentor/point person for technical training of staff. The position may be assigned to one or more properties depending on size of the properties and geographic regions.

Primary Duties & Responsibilities include but are not limited to the following:

Routine Maintenance & Repair

- Maintains property or properties in an inspection ready state;
- Independently conducts internal inspections to identify areas for improvement and communicates plan for improvement to Property Manager;
- Evaluates nature of problem from a work order request and performs maintenance or repair;
- Prepares unit turns which includes moving household appliances, painting and making the necessary repairs required for occupancy, may also assist in cleaning the unit;
- Communicates with vendors to ensure adequate monitoring/tracking systems are put in place of the facility boilers, pumps, electric motors, fire sprinkler and HVAC systems. Makes repairs or determines if a vendor is necessary;
- Performs electrical troubleshooting and repair on building systems and in units.
- Performs repairs on all appliances such as stoves and hood ranges, refrigerators, electric or gas heaters, and garbage disposals;
- Performs plumbing replacement/repairs on water and sewer lines, drain pipes, toilets, faucets, and water heaters as needed;
- Performs maintenance/repairs on doors, locks, hinges, and makes keys;
- Performs basic carpentry such as installing drywall, cabinets, wood flooring, window panes, and minor dry rot replacement;
- Performs painting, color matching and proper paint type application as well as drywall installation, proper use of hopper and sprayer equipment.
- Maintains and repairs flashings, roofs, drainage, and irrigation systems, walkways, stairs, stucco, parking surfaces, and similar building components;
- Assists other SAHA properties as requested;
- Notifies management concerning the need for major replacement, repairs or additions to the building and collects vendor bids when applicable;
- Works with property manager to implement a preventive maintenance schedule and coordinates larger projects as necessary; customizes schedules for new and existing properties as assigned;
- Keeps all building system records current. This includes documenting inspections of various items;
- Independently schedules all management approved vendor work; inspects and reports the work quality and performance to the manager;
- Maintains supply and equipment inventories and replenishes as needed;
- Assists with maintaining exterior public areas, e.g., parking lot, grounds, etc., by removing debris, sweeping, and washing down sidewalks;

- May sweep, mop, scrub, dust, and vacuum hallways, stairs, office space, and other interior public areas. May also operate equipment necessary to strip and wax floors, and shampoo carpets;
- Serves as on call maintenance staff for assigned region according to schedule. (All maintenance staff are assigned two week shifts to cover emergencies at the assigned region overnight from 5pm to 6am);
- Serves as on call support - answers phone questions and provides higher level assistance (All Maintenance Technician IIs will be assigned shifts on a separate rotation for this duty);
- Works within various computer systems, including work order and email systems, to manage communications, tasks, and priorities;
- Other duties as assigned by management.

Trainee Mentorship

- Works with maintenance trainee staff to assess skills and abilities. This may include monitoring trainee performance to recommend necessary training or growth areas to their Property Manager;
- Provides individual or group training, assists other maintenance staff with technical questions and challenging issues;
- Leads and/or assists teams of maintenance staff in the completion of major projects as needed, including delegating tasks, and working with supervisor(s) of project to ensure proper completion;

Qualifications:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with special needs to perform the essential functions.

Education and/or Experience

High school degree or general education degree (GED) preferred with seven years or more of related experience and/or training or equivalent combination of education and experience.

Knowledge, Skills and Abilities

- Ability to foster team work and lead a diverse team of maintenance professionals, with varying levels of experience; train, delegate, impart knowledge and troubleshoot challenging maintenance issues.
- Ability to assess peer performance and communicate that feedback to either the peer or supervisor as appropriate
- Must have extensive knowledge of building systems and be highly skilled in repair and maintenance with electrical, plumbing, boilers, drywall, appliance repair, painting, basic carpentry and masonry. Must also know the appropriate materials required for each job.
- Ability to type, learn, and use various computer programs.
- Ability to work in a fast-paced environment, while maintaining flexibility and ability to work evenings as necessary.
- High attention to detail with the ability to perform multiple functions simultaneously in a timely manner.
- Knowledge of tools and equipment used in building maintenance and how to use them safely and responsibly.
- Must be able to read, write, and speak English to successfully interact with tenants and other employees.
- Must be able to handle daily responsibilities and projects with minimal direction.

- Must be reliable in attendance, quality and quantity of work.
- Ability to determine causes of operating failures and apply general rules to specific problems to produce the solution.
- Ability to manage one's own time and coordinate the priorities of work orders and other responsibilities in order to ensure timely completion of required duties.
- Knowledge of principles and processes for providing customer service. This includes assessment of tenant needs, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Supervisory or Lead Responsibilities

- Schedules and supervises the work of vendors
- Leads team of maintenance staff within assigned portfolio on specified project, reporting on performance to direct supervisors.
- Troubleshoots complicated maintenance issues
- Acts in mentorship capacity with Maintenance Technician Trainee(s)

Mathematical Skills

Must be able to add, subtract, multiply, and divide whole numbers, decimals, and fractions.

Certificates, Licenses and Registrations

Valid driver's license, a good driving record, proof of automobile insurance and reliable means of transportation is required as this position will have to transport tools and/or materials. A DMV check will be performed.

Physical Demands

- This job requires frequent use of hands and fingers to grasp, handle, and manipulate objects such as tools and controls and reach with hands and arms.
- Requires the ability to see, smell and hear.
- Frequent standing and walking are required.
- Occasional climbing, stooping, kneeling, and squatting are required.
- Must be able to push, pull, lift, and or move object(s) that weigh up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Frequent visits to tenants' apartments (where smoking may be allowed) is required in order to perform work order(s).
- Occasionally works near moving mechanical parts, in cramped or elevated areas, and may be exposed to outside weather conditions such as rain, heat, or noise.
- Occasionally exposed to blood or other bodily fluids/excretions.
- May include some exposure to chemicals, materials, and/or electricity that must be handled with caution.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the current position, management reserves the right to modify the position or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

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