



## Position Description

<b>Position Title:</b>	Maintenance Assistant	<b>Department:</b>	Maintenance
<b>Reports to:</b>	Maintenance Lead	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	February 2020

### Summary

The primary purpose of this position is to assist with maintaining Columbia Housing's housing sites and grounds by fulfilling work orders within specified timeframes. The incumbent receives assignments that include but are not limited to: carpentry, painting, electric, plumbing, drywall, and ground maintenance. This position periodically serves as an on-call worker for emergency calls, during periods when no one is scheduled to work, such as nights, weekends, and holidays.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Assists in the completion of a wide range of building repairs and maintenance functions in response to work orders submitted by residents or CH staff members. Completes all assigned work in a timely manner.
- Assists in the performance of routine preventive maintenance to ensure that building systems operate efficiently and that the physical condition of the building does not deteriorate.
- Assists Maintenance Technician with repairs to damaged walls, roofs, woodwork, floors, gutters and downspouts, garage doors, cabinets, interior and exterior doors, and other housing fixtures.
- Assists in repair or replacement of wiring and parts for electrical outlets, switches, light fixtures, and breaker switches and fuses.
- Assists in repair or replacement of plumbing fixtures and fittings, including but not limited to: showers, faucets, drains, sewer lines, toilets, sinks, water heaters, and water pumps.
- Assists with installation and maintenance of HVAC equipment.
- Assists in repair, adjustment, or installation of various appliances and equipment, including but not limited to: refrigerators, gas and electric stoves, furnaces, water heaters, washers, dryers, and air conditioners.
- Assists in repair and replacement of bathroom tile, grout, and seals to maintain water-tight enclosure.
- Uses brushes, rollers, and related equipment to apply the required number of coats of paint, enamel, varnish, lacquer, or other protective or decorative material on a variety of surfaces.
- Assists in inspections of occupied and vacated housing units; repairs and paints units as needed.
- Assists with vacant units in a timely manner.
- Completes appropriate work order documentation for all maintenance tasks and maintains files of completed work orders.
- Maintains grounds; coordinates lawn service and other outdoor grounds service from approved vendors as needed.
- Performs on-call service during evenings and weekends on a scheduled or rotating basis.
- Performs other related duties as assigned.



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### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

### Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of CH building facilities and equipment.
- Knowledge of the basic principles of building maintenance, including standard practices and methods of electricity, plumbing, and carpentry.
- Knowledge of basic mathematics in order to take accurate measurements and calculate required materials.
- Knowledge and ability to use tools and equipment used in building maintenance.
- Ability to read and understand or interpret directions, instructions, warnings, blueprints, work orders, plans, service manuals and, CH policies and procedure manuals.
- Ability to complete work order forms in accordance with established procedures.
- Ability to instruct new employees and helpers in the methods of maintenance and repair.
- Ability to inspect, diagnose problems, and complete repairs in a timely and effective manner.



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- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

### Education and/or Experience

High School Diploma, GED, or vocational/technical training equivalent and a minimum of one (1) year of experience in construction or building maintenance or vocational training focusing in carpentry, plumbing, and electrical repairs. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under the CH's automobile insurance plan at the standard rate.

### Technical Skills

To perform this job successfully, the employee should be able to successfully operate a variety of applicable hand-held tools and devices. Must have the ability to learn the use of other tools and devices as required by assigned tasks.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to travel to and throughout various CH properties to clean and maintain grounds. Daily movements include sitting; standing; reaching, bending, and grasping; moving about the properties; and attending onsite meetings and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally lift and/or transport 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on CH properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as CH residents. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**