



Position Description

Position Title:	Maintenance Technician	Department:	Maintenance
Reports to:	Maintenance Lead	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to provide overall maintenance to assigned site(s) and to perform a variety of work in the maintenance and repair of assigned buildings, facilities, and related equipment to ensure safe, sanitary, and secure housing environments for tenants.

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.

- Provides customer service to tenants and the general public; responds to requests in a prompt and courteous manner; engages tenants in CH mission.
- Responsible for completing daily work orders in time allotted; manages time and prioritizes work to complete assigned work orders by established deadlines: completes routine repairs in 3-5 days, urgent repairs in 48 hours and emergency repairs in 24 hours; completes vacancy turns in 5 days; advises management of any delays; provides regular communication and status updates promptly to management.
- Utilizes work order system to obtain, log and closeout work orders; reviews and updates work orders using computers and other smart devices; periodically reviews work orders for consistent patterns in long-term maintenance concerns.
- Performs a variety of skilled maintenance work related to the, installation, replacement, and repair of structures and components in buildings and facilities; installs, repairs and/or replaces walls, windows, doors and related hardware, flooring, and ceilings on buildings; lays a variety of flooring, including but not limited to: wood, vinyl, ceramic, and concrete; removes, reinstalls and repairs various types of wall coverings, including sheetrock repairs, wood, metal siding, and other interior or exterior surfaces.
- Maintains and ensures property grounds, garbage container areas, hallways and parking lots are clean and orderly; removes debris or trash; examines grounds every morning and continually throughout the day to ensure desirable curb appeal; keeps parking bays and parking lots clean; during special pickup days contains the spread of litter and debris and to localize it for convenient disposal; disposes of any debris and abandoned property from vacated units.
- Maintains, repairs, and replaces appliances including stoves, refrigerators, dishwashers, garbage disposals, washers, and dryers; replaces burners, heating elements, controls, and knobs.
- Performs regular maintenance on a variety of building interiors and exteriors as well as common areas including but not limited to: pressure washing as needed, painting and maintenance of all gutters, downspouts, fire extinguishers, playgrounds, laundry rooms, and other common areas.
- Repairs roofs, including existing composition shingles; removes and installs roof gutters, downspouts and metal drains; removes debris from roofs and gutters.
- Implements preventative maintenance on requested building systems.
- Cleans and performs plumbing of drain pipes; maintains, repairs, and installs plumbing fixtures; performs a variety of skilled plumbing tasks involved in troubleshooting, identifying, and resolving plumbing and related malfunctions; installs, maintains and repairs a variety of valves; installs water



Position Description

shut-off valves on copper, galvanized and plastic piping; installs water heater drainage lines and vents; maintains and repairs sprinkler systems.

- Performs a variety of electrical tasks involved in the installation, maintenance, troubleshooting, and repair of electrical devices and circuits; maintains, repairs, tests, and installs electrical circuits, breakers, fuses, receptacles, outlets, switches, outdoor lighting, street lighting, light bulbs, and associated equipment.
- Repairs a variety of block and concrete surfaces; assists in worksite preparation for projects, including digging and leveling in preparation of concrete work; builds forms; mixes concrete mortar and related material.
- Uses brushes, rollers and airless spray equipment to apply the required number of coats of paint, enamel, varnish, lacquer, or other protective or decorative material on a variety of surfaces, including wall and ceiling board, wood, metal, plaster, stucco, concrete, or brick.
- Assists with estimating labor, time and materials on assigned projects; assists in maintaining accurate records of labor, materials, and cost related to procurement including obtaining independent cost estimates.
- Performs routine manual tasks, including lifting, digging, carrying, unloading, and installing equipment, supplies, and materials.
- Operates, maintains and repairs a variety of mechanical tools and equipment pertinent to assigned task, including but not limited to latches, planes, band saws, power saws, power sander, drills, paint sprayers, hydro flush machines, tile cutters, plumbing snakes, routers, and grinders; ensures that tools and equipment are cared for properly.
- Performs preventative maintenance and repair on a variety of heating and cooling systems.
- Reports any observed problems or unsafe and/or unsanitary housing units or common areas; reports illegal activity, housekeeping concerns, unauthorized pets, and pest control issues to supervisor.
- Responsible for security and proper use and securing of CH vehicle, low-speed vehicles, tools, electronic devices, maintenance buildings, shops and gates and additional equipment as assigned; regularly conducts inventories equipment, tools, parts, and supplies of materials; maintains a neat and organized workspace free of clutter and debris.
- Collaborates with supervisor to plan and schedule daily assignments
- Assembles, disassembles, arranges, moves, and performs maintenance on office furnishings and equipment including modular office furnishings.
- Establishes positive working relationships with representatives of community-based organizations, tenants, other agencies, CH management, staff, and the public.
- Performs other related duties as assigned.

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 the CH. Uses appropriate judgment & decision making in accordance with level of responsibility.



Position Description

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 CH rules, policies, and safety procedures.
- 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, or given orally in English.
- 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.
- Ability to recover refrigerant from refrigerators and air conditioning equipment.
- Ability to operate and drive vehicles and equipment.
- Ability to work in less than ideal conditions (e.g., odors, noise, etc.).
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, tenants, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.



Position Description

Education and/or Experience

High School Diploma, GED, or vocational/technical training equivalent and a minimum of three (3) years of experience in skilled trade, building/facility maintenance, or other related experience in a maintenance skilled capacity. 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 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 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 tenants. 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

Employee Signature

Date

Employee Name [printed]



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