

POSITION: LEAD MAINTENANCE TECHNICIAN

REPORTS TO: MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of LEAD MAINTENANCE TECHNICIAN. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties and have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: The **LEAD MAINTENANCE TECHNICIAN** is responsible for maintaining the physical integrity of the community at all times. This involves insuring a clean and well maintained living environment for residents, visitors and staff. It is the LEAD MAINTENANCE TECHNICIAN'S duty to anticipate, identify and correct any and all problems involving the property and to implement procedures that will prevent such problems. An effective program of maintenance is essential in order to:

- Maintain a clean and well maintained environment.
- Cultivate resident satisfaction.
- Protect the investment of the apartment property owner.

DUTIES AND RESPONSIBILITIES

Conduct all business in accordance with company policies and procedures, state and federal laws; e.g., OSHA, ADA, Fair Housing, etc.

RESIDENT SERVICE

- Performs maintenance tasks personally and delegates to assistants. Oversees and occasionally inspects work performed by assistants.
- Institutes and manages system for handling resident service requests. Completes work orders within 24 hours when possible.
- Schedules maintenance personnel in conjunction with manager so that maintenance is available for emergency purposes, 24 hours a day, seven days a week.

PREVENTATIVE MAINTENANCE/SAFETY

- Conducts regularly scheduled safety meetings with entire staff; maintains and communicates HAZCOM standards. Keeps MSDS sheets current and readily accessible. Maintains thorough knowledge of pertinent laws and EPA and OSHA regulations governing proper storage and management of hazardous materials, including solvents, flammables, caustics and refrigerants.
- Must be aware of the condition of the physical property throughout the community and immediately correct hazardous conditions; e.g., broken gates leading to the pool, broken steps, open holes, broken/burned out exterior lights.

- Maintains accurate records regarding preventative maintenance, service requests (received and completed), expenditures, apartment make-ready status, work-in-progress, etc.
- Schedules and performs minor and routine maintenance on all appropriate equipment on a regular basis. Inspects and maintains all tools in excellent condition.
- Indoctrinates and assists in development of all subordinate maintenance staff. Instills a "safety first" attitude not only with maintenance technicians but with all staff members.
- Instructs staff on proper use and guidelines for wearing safety items.

GENERAL

- Diagnoses and performs on a daily basis minor and routine maintenance/repair involving the following:
 - Electrical and plumbing (including water lines)
 - A/C and heating systems
 - Appliances
 - Water irrigation systems
 - Stairs, gates, fences, patios, railings
 - Tile, carpet, flooring
 - Roofing, gutters, fasteners
 - Interior/exterior lights
 - Fireplaces
 - Ceiling fans
 - Gas fixtures and appliances (where applicable)
 - Shutters, doors, cabinets, windows, sliding glass doors
 - Boiler, gas and electric
 - Door locks, P.O. boxes and locks
 - Controlled access systems (where applicable)
 - Ceiling leaks
 - Walls
 - Pool areas, tile, jacuzzi, pool furniture
- Ensures that all make-ready repairs and services are completed correctly and on schedule.
- Reports all major repairs and requisitions to manager prior to any expenditure of funds.
- Possesses knowledge of budget and budget compliance.
- Changes locks and make ready keys.
- Removes and transfers heavy appliances and equipment from storage area to apartment (or vise versa) as circumstances warrant. Assists in moving abandoned furniture, appliances, etc., to dumpster when necessary. Use a dolly or back support belt.
- Maintains adequate inventory of spare parts and maintenance materials to handle most common repairs and situations.
- Identifies all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts and prepares maps indicating same.
- Performs work area clean-up and safety related duties.
- Ensures that storage areas remain locked when not in use.
- Assists in keeping grounds neat and free of litter. Rakes, sweeps, shovels as circumstances warrant.
- Performs any additional duties assigned by manager or property supervisor.

QUALIFICATIONS

Position requires at least 3 years experience in property maintenance or equivalent field.

Work Hours:

40 hours per week. Weekends as circumstances warrant; on-call on a rotating basis and for emergencies.

Equipment Requirement:

Required to wear back support belt, wear goggles when working with specific equipment, wear masks and gloves and other safety equipment as tasks dictate.

Equipment/Machinery/Tools:

An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:

Hand Tools: Various wrenches, hammers, grips, saws, sledgehammers, snips, posthole diggers, etc.

Power Tools: Wrenches, grinders, sanders, drills, saws, etc.

User-Moved Aids: Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, step ladders, full ladders, double ladders.

Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand power augers, etc.

Measuring Devices: Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, etc.

PHYSICAL REQUIREMENTS

- Constant need (66% to 100% of the time) to be on feet.
- Have constant need (66% to 100% of the time) to perform the following physical activities:

Bend/Stoop/Squat/Kneel	Perform routine maintenance/repairs, pick up tools and needed equipment.
Climb Stairs	Service requests, make-ready needs for 2nd and 3rd floor apartments.
Push or Pull	Move equipment, appliances, open and close doors, etc.
Reach Above Shoulder	Perform routine maintenance/repairs, stock and remove equipment, parts, etc.
Climb Ladders	Perform routine maintenance/repairs.
Grasp/Grip/Turning	Handle tools and equipment, perform routine maintenance/repairs.
Finger Dexterity	Handle tools and equipment, perform routine maintenance/repairs.
- Constant need (66% to 100% of the time) to perform the following physical activities:
- Writing: Inventory maintenance, requisition requests, required maintenance reports.

- Lifting/carrying (supplies, replacement parts, ladders, etc.):

Over 150 lbs.	Rare need (less than 1% of the time)
75 - 150 lbs.	Occasional need (1% to 33% of the time)
25 - 75 lbs.	Frequent need (33% to 66% of the time)
1 - 25 lbs.	Constant need (66% to 100% of the time)

NOTE: Lifting and carrying of weights exceeding 50 lbs. is often accomplished with assistance from one or more persons. Examples of heaviest items lifted include washer/dryers, refrigerators, A/C units, abandoned sofas, etc.

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to document maintenance and complete forms, review manuals and operating instructions, read cautionary labels, respond to written instruction from staff and residents. Constant need to see small detail when performing routine maintenance duties.
- Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach (oversee assistants, observe problems throughout the property).

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate with assistants, office staff, vendors and residents. Must use listening skills to diagnose needed repairs, etc.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to verbally communicate with assistants, office staff, vendors and residents.

DRIVING/TRAVELING REQUIREMENTS

- Frequent need (33% to 66% of the time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotation "on call" status may occasionally require expedient travel to assigned property at moment's notice. Pickups and deliveries to the corporate office.
- Must have valid driver's license and automobile insurance coverage.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time). Frequently outdoors (33% to 66% of the time), all conditions, often for extended periods.
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

- **HIGH.** Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action. Must effectively convey ideas, images and goals to a diverse group of personalities.