



# PEOPLE'S EMERGENCY CENTER

*Nurturing Families, Strengthening Neighborhoods, Driving Change.*

## Technician II, Maintenance

**Department:** Property and Asset Management

**Classification:** Non-Exempt

**Reports to:** V.P. of Asset & Property Management

### **JOB DESCRIPTION**

#### **Summary:**

The Maintenance II Technician is responsible for maintaining the physical condition and appearance of PEC sites. Assist in the organization, coordination and management of the overall maintenance programs including all aspects of property appearance and maintenance. Must provide timely work order service, along with the cost-effective inventory control of all supplies.

#### **Essential Duties and Responsibilities:**

##### **Building/Facility Repair and Maintenance**

- Diagnose and perform as needed routine maintenance and repairs in a timely and professional manner
- Assure all service requests are completed on a daily basis
- Follow the Work order process, complete all required work in a good workman like manner and clearly communicate results to client and management.
- Able to inspect vacant apartments and complete a make-ready checklist and inform management of needed services and repairs. Re-inspect vacant apartments after make-ready has been completed to determine quality of work performed
- Complete work orders as required following established levels of urgency
- Organize and coordinate delivery and work schedules with vendors, contractors to ensure timely completion along with minimizing inconvenience and disruptions to the client
- Perform effective emergency maintenance (after hours) as required
- Promote good public relations and cooperative behavior with residents, co-workers and the public

##### **Preventative Maintenance**

- Perform building and common area upkeep on a daily basis in accordance with company standards. Assist in keeping grounds and unit interiors in a safe and habitable condition
- Complete and oversee all aspects of preventative maintenance. Maintain accurate records and communicate all deficiencies to management
- Perform, and report on, all work according to safety standards of PHA, OSHA and health codes
- Inspect occupied apartments while performing a general maintenance request and inform management of all needed service. Follow up to ensure any required work is completed

##### **Expense and Inventory Control**

- Manage cost effective inventory control of materials and labor
- Maintain shop inventory. Maintain proper equipment, and equipment inventory to ensure warranty compliance
- Plan projects / repairs so as to eliminate unproductive downtime

**Competencies:**

- Client/Customer Relationships
- Organizing and Planning
- Reliability
- Oral and Written Communications
- Positive can do Attitude
- Acceptance of Feedback
- Problem Solving / Decision Making
- Results Oriented

**Required Education and Experience:**

- At least five years' experience in general property maintenance
- Previous experience in at least three of the following areas: HVAC, plumbing, appliance repair, electrical, finish and rough carpentry
- Sensitivity to, and experience with urban and low-income populations
- Working knowledge of Fire, Life Safety, OSHA, ADA rules and regulations

**Preferred Education and Experience:**

- HVAC Certification

**Additional Eligibility Qualifications:**

- This position requires the ability to work a flexible schedule including early morning, day, evening, and weekend hours, including responding to emergency calls at any time.
- Must hold a Valid Driver's License.
- Must clear multiple background checks prior to any offer
- Must provide own basic tools, or be willing to obtain the required hand tools. (see "Hand Tools" list).
- Must be knowledgeable and skilled in the safe use and maintenance of the following:
  - Hand tools: Various wrenches, screwdrivers, grips, sledge hammer, hammer, snips, drills, saws, etc.
  - Power Tools: Wrenches, grinder, sander, drill, saws, etc.
  - User-Moved Aids: Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, stepladders, full ladders, double ladders.
  - Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand powered augers, etc.
  - Measuring Devices: Voltmeters, ohmmeters, testing meters, etc.

**Work Environment:**

This job operates inside PEC sites and out of doors in all weather conditions with exposure to potentially hazardous conditions. The use of varied hand and power tools is common.

**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. While performing the duties of this job, the employee is frequently required to lift 100 lbs. necessary for installation and removal of appliances. Ability to operate all necessary hand tools to make repairs. Ability to kneel, crouch, climb, crawl, etc. to reach items in need of repairs. Ability to drive to and from job sites.

**Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures:**

This job description has been approved by all levels of management:

Manager/Supervisor \_\_\_\_\_

Human Resources \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the job.

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_