

SERVICE TECHNICIAN POSITION DESCRIPTION

Summary

Maintain the property in attractive, safe and quality condition, provide customer service and assist the Maintenance Supervisor in the operations of the Maintenance Department.

Reports to

Maintenance Supervisor and Property Manager (or Assistant Manager in Property Manager's absence).

Supervises

No direct reports. Works with other employees to ensure necessary tasks are completed.

Position Controls

Not authorized to sign any contracts, agreements or other written agreements with vendors, suppliers, contractors, residents or any other person seeking to do business with the apartment community. Not authorized to make policy changes. Not authorized to give out confidential company information including resident information and current or former employee information. Must keep confidential all personal information furnished to us by rental applicants and residents.

Work Hours

40 Hours per week and "on call" emergencies. Other overtime when requested and prior, written approval received. Seven days per week, 24 hours per day availability on an "on call" basis is critical.

Qualifications

Minimum qualification requirements for the position are:

- High school graduate or equivalent
- Valid driver's license
- Drug free
- One year maintenance experience in property management or related field
- Possession of Minimum Tools Required (please see attached list)
- Ability to be available "on call" 24 hours, seven days per week
- Ability and skills to perform job functions (please see below)

Required qualifications relating to experience, skills, training and certifications will vary by property. The style of the property and its special needs will usually determine the necessary level of experience, skills and training.

Skills

Excellent interpersonal skills and customer focus are prerequisites for the position. In addition, the position requires the following:

- Strong customer service orientation
- Excellent communication skills
- Professional image
- Ability to read and write English fluently (Spanish or other language abilities may be required)
- Ability to perform basic mathematical functions
- Good organizational ability
- Knowledge of basic mechanical concepts
- Knowledge of multifamily residential property maintenance requirements
- Ability to maintain, repair and paint buildings, vacant units, offices, driveways and walkways, and other areas of the property
- Ability to perform mechanical, electrical and plumbing repairs
- Ability to operate electrical and gas motorized equipment, including pool and spa pumps and equipment, mower, edger, blower, powerwasher and compactor
- Ability to operate motor vehicles and golf carts

Job Functions

Essential functions of the position are to:

- Inspect and maintain the property, buildings and equipment in an attractive, clean and safe condition at all times in accordance with company policies and procedures.
- Assist in organizing, prioritizing and completing unit make-readies, service requests and general maintenance tasks according to company standards in a timely manner.
- Assist in ensuring that the grounds, buildings and units are fully functional, safe and attractive. Inspect grounds, buildings and units on a regular basis.
- Correct emergency conditions such as sewer backup, flooding and defective lighting when they occur, whether before, during or after business hours, and notify the Maintenance Supervisor and Property Manager immediately.
- Follow all safety procedures including wearing safety and protective clothing. Report any safety hazards found and correct on a timely basis.
- Maintenance responsibilities include replacing electrical switches, fixtures and motors, repairing or replacing plumbing and fixtures, replacing broken window panes and screens, replacing and rekeying locks, repairing and replacing appliance parts, repair of walls, woodwork and doors, painting, groundskeeping, and trash removal.
- Responsible for proper and cost-effective use of equipment and materials.
- Assisting in maintaining inventories of supplies, tools and equipment needed for maintenance and repairs.

Job Functions (continued)

- Assisting in implementing preventative maintenance, safety and good housekeeping practices.
- Adhere strictly to the requirements of the Safety Manual.
- Assist with disturbances during business hours and other property emergencies whenever they occur.
- Attend company meetings, training sessions and safety and industries seminars.
- Perform other property related tasks assigned by Maintenance Supervisor or Property Manager in operation of the property.

Minimum Tools Required

Hammer, screw driver set, socket set, wrench set, including pipe and allen, circular power saw, hand saw, acetylene torch set, electric drill, tape measure and tool box.

Miscellaneous

Position requires employee to wear appropriate apparel.

Position may require use of employee's own vehicle to pick up supplies and for other property related activities.

Physical Functions

The necessary physical functions for the position include standing, walking, lifting, pushing, pulling, climbing, stooping, kneeling, bending, reaching, writing, driving, talking, hearing, seeing, and ability to cope with environmental conditions inside the buildings and outside throughout the year.

I understand that this position description describes the job duties in general and does not necessarily include all functions.

Employee Signature Date

Supervisor Signature Date