

Maintenance Assistant

This position performs routine to complex maintenance duties to ensure that all agency property facilities and operations run smoothly. This includes performing general repairs, preventative maintenance and emergency repairs. This position interacts with a diverse group of important external constituents, i.e., tenants/potential tenants, funders, inspectors, etc., as well as internal constituents at all levels of the organization.

Supervisor: Property Management Supervisor / Director of Property Management or designee

Education/Qualifications:

- Must possess a High School Diploma and 2-5 years of work experience as a maintenance assistant or equivalent position.
- Must be certified, OR be willing to become certified within 6 months of employment in the Fair Housing Practices for Property Management Maintenance.
- Must have knowledge of maintenance and work order procedures and knowledge of use and operation of standard maintenance equipment and tools, at a level generally acquired through 2-5 years related experience.
- Highly motivated, well organized, empathetic individual. Position continually requires demonstrated poise, tact and diplomacy.
- Must be able to complete job tasks within the time frame allocated.
- Must possess and be able to demonstrate good oral and written communication and listening skills.
- Basic computer software knowledge (i.e. word processing, work orders, Microsoft Outlook).
- Excellent Analytical skills and attention to detail
- Valid driver's license, insured, and reliable transportation

Key Job Functions:

- Maintains facilities by performing minor and routine painting, plumbing, electrical wiring, and other related maintenance activities as directed by supervisor.
- Notifies management concerning need for major repairs or additions to lighting, heating, and ventilating equipment.
- Provides and is available for 24 hours of call to perform job duties in cases of emergency, or as assigned by Site Manager / Director of Property Management
- Conducts apartment inspections and annual housekeeping inspections.
- Performs duties such as a daily "walk-through and pick up," sweeping, snow shoveling, and cleaning walks, hallways and outside steps, as well as inspecting and cleaning common areas and community rooms.
- Cuts the grass and trimming as needed while keeping grounds clear of all debris including snow removal of parking lots; replacing all bulbs and fixtures as needed; keeping laundry room neat and orderly.
- Coordinates the duties of contractors when assigned.
- Processes work orders from tenants and staff and complete minor maintenance jobs.
- Major jobs are discussed with the Site Manager and approved by the Supervisor.
- Responsible for the cleaning and painting of vacant apartments within a three day time frame from the date assigned.
- Evaluate and identify potential safety risk, in respect to both property and person.
- Notify supervisor of potential risk / safety issue prior to beginning task.
- Performs repetitive routine to complex duties involving the use and application of clearly prescribed rules and procedures.
- Identifies and resolves problems in a timely manner; relies on sound and prudent judgment when applying the clearly prescribed rules and procedures, and will act accordingly.

Arbor Housing and Development Expectations:

- Assumes a role model posture, demonstrating *Arbor Housing and Developments Standard of Acceptable Behavior* in every client/ peer / supervisor-coordinator encounter
- Drives agency vehicle as required, conducting agency business
- Adheres to Work Schedule/ Attendance and Punctuality as stipulated in Arbor Housing and Development Personnel Policy Manual, *current version*
- Communicates regularly on program events, needs and concerns
- Accepts the responsibility of effectively discharging their role as Maintenance Assistant within the Property Management Program under the expectation of Arbor Housing and Development's standards of work performance, which encompasses many factors, including attendance, punctuality, personal conduct, job proficiency, and general compliance with all policies and procedures.
- Other duties and assigned by Supervisor.

Physical Demands / Environment

- Continuous mental and visual attention required
- Frequently lift, move, carry, push or pull up to 50 pounds
- Prolonged periods of standing will be required, cramped or uncomfortable positions.
- Frequent physical activity includes bending and reaching, standing and walking.
- Using fingers to handle, or feel; reach with hands and arms.
- Frequently climb stairs and ladders; balance; stoop; kneel; and crouch.
- Work environment is that of a typical residence/ office building / apartment complex's outdoors in cold or hot conditions

Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.