**JOB PERFORMANCE STANDARD - Maintenance II - Mid Skill Level**

**TYPE OF WORK:**

Maintenance II - Mid Skill Level

**SKILLS, KNOWLEDGE & PERSONAL CHARACTERISTICS:**

General apartment maintenance experience, knowledge of appliance repair, light

carpentry, plumbing and electrical knowledge, knowledge of safety procedures, safety

conscious, steady and dependable, ability to work with pressure of deadlines, and ability

to flex work schedule to accommodate after hour and weekend emergencies. Previous

experience in at least three of the following: Heating/AC repair, plumbing, appliance

repair, carpentry, and general maintenance repairs.

**SUMMARY OF FUNCTIONS:**

Responsible for maintaining the physical condition and appearance of the site. Organize,

coordinate and manage the overall maintenance programs including exterior property

appearance, timely work order service, quality make- ready program, and cost-effective

inventory control of the property. Required to be “on call” 24 hours.

**MAJOR DUTIES AND RESPONSIBILITIES:**

Duties may include, but are not limited to:

1) Diagnose and perform minor and routine maintenance/repair in a timely and

professional manner. Assure all service requests are completed on a daily basis.

Accurately document work performed on service request, including parts and return to

supervisor by end of day. Complete renewal service requests in the same timely fashion.

Follow-up on completed service requests to ensure satisfaction. Follow-up on incomplete

service requests.

2) Promote good public relations with residents, co-workers, and company staff through

great “people” attitude and resident trust. Always display a friendly and courteous attitude

towards residents and other employees. Never confront supervisor or other employees in

front of residents.

3) Inspect vacated apartments and complete make-ready checklist. Inform site manager of

needed services and repairs. Routinely perform duties to restore apartments to “makeready”

status. Re-inspect vacant apartments after make-ready has been completed to

determine quality of work performed. Ensure adequate number of make ready units are

available and that the products are up to company standards. Coordinate status of makereadies

with leasing staff.

4) Complete special projects as may be assigned and prioritized by the On-site manager.

5) Inspect exterior of the property. Perform building and common area upkeep on a daily

basis in accordance with company standards. Assist in keeping grounds neat and free of

litter.

6) Assist with the tenant improvements as required. Schedule make ready employees as

necessary. Maintain an average of 50% of make-readies are market-ready on a monthly

basis. Ensure vacant units are “trashed-out” within 24 hours of move-out.

7) Complete or oversee the completion of preventative maintenance. Maintain accurate

records and provide resident training as required.

8) Order parts and supplies and maintain inventory, utilizing inventory system. Maintain

shop appearance to standards to facilitate quick assessment of supply inventory. Maintain

proper equipment, and equipment inventory to ensure warranty compliance.

9) Obtain bids and negotiate prices, as necessary, with vendors and contractors.

Coordinate delivery and work schedules with vendors, contractors and On-site Manager.

10) Perform effective emergency maintenance (after hours) as required.

11) Coordinate maintenance objectives with the On-site Manager daily.

12) Perform, and report on, all work according to the safety standards of the company,

OSHA and health codes. Perform work area clean-up on a weekly basis.

**ORGANIZATIONAL RELATIONSHIPS:**

Reports directly to the On-site Manager, who has the primary authority to determine the

exact “day-to-day” duties of the technician. This determination will take into

consideration the technician’s skills, experience and career goals, and how they best fit

into the operational needs of the property. Works with leasing personnel, other

maintenance staff, property manager, construction division, and maintenance staff from

other developments.

**OTHER REQUIREMENTS**:

Hours of Work: 8:00a.m. to 5:00p.m., Monday through Friday. Must be “on call” 24

hours per day, when scheduled.

**Amount of Overtime:** As needed for emergencies.

**Physical Requirements:** Extensive mobility and excellent physical condition. Ability 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 an from job sites. Tolerance to all extremes of

hot and cold weather, as may be necessary.

**Tools:** Must provide own basic tools, or be willing to obtain the required hand tools (see

“Minimum Required 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, post hole diggers, 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 handpowered augers, etc.
* Measuring Devices: Voltmeters, ohmmeters, testing meters, PH tests, etc.

**Transportation:** Must have dependable vehicle to transport tools and equipment to job sites. Must provide proof of liability insurance for same.

**Education**: High school education or trade school required. CAMT certificate a must, or

willingness to obtain.

**Pre-Employment Test Scores:** Must complete the \_\_\_\_\_\_\_ Maintenance Skills Exam

obtaining the minimum score of at least 75%.

**Residency**: Must be willing to live on property if required. Must meet the qualifications

for residency in the community for which they have applied.

Bondable and Valid Driver’s License.

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