



Job Title: Maintenance Technician

Reports to: Maintenance Manager

Classification: Staff

FLSA: Nonexempt

Job Grade: TBD

Job Summary

The Maintenance Technician is responsible for performing interior and exterior maintenance and repair duties that provide Better Housing Coalition (BHC) community members a safe, comfortable residence. Responds to service calls promptly (generally 24-hour turnaround time) or immediately if an emergency, to repair and maintain buildings, fixtures, resident spaces, electrical and mechanical equipment, appliances, and grounds for safe and appropriate functionality. This position is a fundamental member of the customer service team and must have a demonstrated commitment to customer care to maintain a high level of resident satisfaction. A high degree of reliability and regular attendance and punctuality are required to maintain efficient operations and provide quality service to residents.

Essential Duties and Responsibilities

- Performs interior and exterior maintenance and repair duties that provide BHC community members a safe, comfortable residence.
- Responds to service calls promptly (generally 24-hour turnaround time) or immediately if an emergency, to repair and maintain buildings, fixtures, resident spaces, electrical and mechanical equipment, appliances, and grounds for safe and appropriate functionality.
- Responsible for following all property, OSHA, and MSDS safety procedures and protocols for safe working conditions. Staff who do not adhere to safety procedure and protocol are subject to disciplinary action up to termination.
- Repairs or replaces electrical switches, outlets, and light fixtures, and performs other basic electrical work. Repairs or replaces appliances as necessary. Assists with or performs HVAC and refrigeration repairs.
- Completes plumbing repairs such as dripping faucets, leaking pipes, stopped-up drains.
- Performs carpentry work such as sanding and staining cabinets and counter tops, repairing windows, doors, and molding.
- Installs, repairs, finishes, and paints drywall and other surfaces. Lay and repair tile as needed.
- Ensures lights are in working order, and that tripping hazards and other safety concerns are immediately repaired.
- Maintains exterior grounds, gardens, and other areas as assigned around the property, including recreation and swimming pool areas. Repairs fences and service vehicles.
- Responsible for appropriately storing and securing facilities/maintenance equipment, chemicals or gasoline properly after use, and locking devices (doors, windows, mailboxes).
- Responsible for keeping workspaces clean, organized, and hazard free.
- Responsible for maintaining and wearing required uniform when on duty to ensure a professional and easily recognizable appearance at all times.



- This position is a fundamental member of the customer service team and must have a demonstrated commitment to customer care to maintain a high level of resident satisfaction. A high degree of reliability and regular attendance and punctuality are required to maintain efficient operations and provide quality service to residents.
- Maintains positive, productive working relations with the other divisions of BHC, especially those which interact directly with residents, including Community/Resident Services.
- Participates in special projects and performs other duties as required.

Safety

Individual employees in this position shall adhere to policies outlined in Better Housing Coalition Management (BHCM) and BHC Company safety policy, including related OSHA safety standards, established company safety protocols, and use of prescribed safety equipment for particular operations. Company safety policies and standards may be updated at any time. The employee should not assume that the company or supervisor is aware of potential safety hazards, and the employee has a duty to report any environmental hazards or if a health or safety concern arises.

Knowledge, Skills, and Abilities

- Required to obtain necessary certifications within the timeframe specified at time of hire, and ability to maintain certifications as required.
- Good interpersonal and communication skills to interact effectively and professionally with staff and residents.
- Ability to read and understand instructions in English.
- Able to perform basic math calculations including weight measurement, volume, and length/distance.
- Ability to operate maintenance, repair, and grounds equipment.
- Must be able to be available for emergency repairs after hours on an on-call basis.
- Multilingual ability desirable in communities and markets served.

Education and Experience

- High school diploma or equivalent (GED) required.
- Formal vocational training in one of more trades (HVAC, Electrical, Mechanical, Construction, Plumbing, etc.)
- One year of previous maintenance experience required.

Environmental Factors and Physical Requirements

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations, as required under the Americans with Disabilities Act (ADA), will be made to enable individuals with disabilities to perform the essential functions.



The employee must possess:

- Ability to lift/climb/stoop/bend to repair, maintain, and inspect property assets, electrical, plumbing, HVAC, and grounds.
- Ability to climb stairs or navigate uneven, rough, or rocky ground on a regular basis.
- Physical strength to handle routine materials and work tools weighing up to 50 pounds on a daily recurring basis.
- Physical ability to work with and manipulate a variety of common hand and power or motorized work tools.
- Ability to withstand exposure to noise, dust, or commonly present environmental chemicals or fumes, and perform outdoor activities requiring exposure to seasonal weather and associated temperature fluctuations.
- Must be 18 years of age or older to meet FLSA/DOL regulations with regard to hazardous duty elements customary to this position.
- Employee must provide their own all-weather apparel suitable to changing climate conditions and appropriate shoes to meet climate/surface conditions. See supervisor for details.
- Some operations may require use of specialized safety equipment in conjunction with OSHA requirements, including but not limited to safety glasses, hard hat, hearing protection, etc. See supervisor for details.