

MAINTENANCE TECHNICIAN

Department: Operations
Classification: Non-Exempt

Position Summary

The Maintenance Technician will take direction from the Maintenance Supervisor and report to the Property Manager as applicable.

The Maintenance Technician will be responsible for the maintenance, repair, and cleanliness of apartment buildings assigned to them which may consist of multiple locations and building types.

The Maintenance Technician will ensure that their assigned apartment buildings are maintained to company and industry standards of excellence.

Duties and Responsibilities

- Perform administrative work each morning (30 minutes) as assigned by the PM or Support Center including but not limited to Grace Hill training, reviewing “My Penrose” updates, reviewing messages from the executive team/ownership, scheduling vendors, ordering parts, participating in “Team Meetings” etc. Communication and compliance with PMs, MSs, RPMs, RMMs, and Property Support Center is mandatory. Undisturbed computer time will be provided by your supervisor.
- Ensure all service requests and repairs are made correctly and in a timely manner using the company’s mobile Maintenance ap.
- Assist with turnkey operations as required. Including but not limited to scheduling, punch, paint, and cleaning within 5 business days of move out.
- Maintaining an effective preventative maintenance program.
- Prepare for Owner, Federal, State, and local inspections.
- Inspect grounds, buildings, and common areas for a safe, clean environment.
- Remove snow from sidewalks, entry ways, and other common areas as directed by supervisor with company approved equipment and supplies and keep records in a company provided log.
- Inventory and control budget by using company provided Mobile Maintenance ap.
- Maintain an organized, clean, and safe work area.
- Comply with all Standard Operating Procedures.
- Comply with all OSHA regulations and health, safety, and environmental laws.
- Communicate effectively with residents, fellow associates, vendors, and supervisors.
- Attend and participate in technical training programs to maintain personal skill level.
- Other tasks or duties as assigned by supervisor.
- Respond to after-hour emergency calls as required by company standard operating procedures.

Performance Metrics

- Property inspection results will be consistently excellent
- Work orders and unit turns will be consistently on time
- Preventive maintenance will be done professionally and on time
- Customer satisfaction surveys will be consistently perfect.

The following serve to guide our behavior, way of operating, and decision-making throughout the organization.

Mission Statement: Our committed team of exceptional professionals transforms communities by creating high quality real estate developments and delivering outstanding value to our clients and partners.

Vision Statement: Considered by all to be at the top of the multifamily and real estate industry, fueled by high caliber talent, financial strength, and a culture of continuous innovation of business practices.

Core Values

Integrity	We act with honor, honesty, and fairness and we hold ourselves to the highest ethical standards.
Collaboration	We support each other internally and externally to achieve our collective goals.
Accountability	We are responsive and take responsible action. We say what we mean, we do what we say.
Results Oriented	We take great pride in achieving exceptional outcomes.

Competencies

Leadership	We demonstrate leadership skills and behaviors that contribute to superior performance and customer excellence. We lead and develop both people and the organization.
Service Excellence	We are passionate about providing an exceptional customer experience to our external customers, as well as internal. We act with an unwavering commitment to service standards, a disciplined approach, flawless delivery, and relentless inspection.

Community We cultivate positive relationships within our organization, within our developments, and communities. We promote good citizenship by giving back.

Innovation We anticipate change and shape it to fit our purposes. We create ethical, forward thinking solutions. Identification of a novel idea that creates value and trying them off the cuff.

Relationships and Contacts:

Reports to: Property Manager

Supervises: N/A

Required Education and Experience:

- High School Diploma / GED – technical training certifications a plus
- One year of property maintenance responsibilities, or similar experience
- Requires a valid driver’s license, an insured vehicle, and the ability to travel (between properties)
- Obtaining a company provided EPA certification is required within 6 months of employment. This certification is provided by Pennrose Management Company.

Working Conditions:

- Ability to work periodic flexible hours is required. Ability to travel by plane and automobile is required.
- Ability to work at property locations within or near transitional neighborhoods
- Ability to climb stairs, take elevators, bend, squat and reach overhead, and meet standard mobility and lifting for tasks typically associated with property maintenance
- Ability to multitask, stay organized and meet deadlines.
- On-call, after-hour emergency service will be required
- Hands-on repair and maintenance work constitutes majority of time and duties.

Acknowledgement:

I have read and understand this job description. I accept the position and understand the list of duties is not meant to be all inclusive. I agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I will abide by the employer’s Code of Conduct and Conflict of Interest policies. I further understand that my employment is at-will and may be separated with or without notice for any reason not expressly prohibited by law.

Print Employee Name: _____

Signature: _____ Date: _____
Employee

Signature: _____ Date: _____
Supervisor