

POSITION DESCRIPTION

Position:	Lead Maintenance Technician	Status:	Non-exempt
Program:	Senior Housing / Multi Family	Date Revised:	12/2017
Reports to:	Community Administrator		

POSITION SUMMARY:

The Lead Maintenance Technician is responsible for assuring quality, building maintenance, repair, and custodial upkeep in a safe, non-judgmental manner to all residents. Duties are performed professionally and compassionately supporting the safety and the integrity of all residents as it relates to the housing site objectives. Duties also include being responsible for assigning duties and directing other maintenance technicians. Work is also performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for preventive maintenance of building heating/air conditioning units, maintenance of interior/exterior common areas, renovating apartments for new residents, repairing apartment deficiencies as they occur, and general inspection of building perimeter and facility grounds, and parking areas.
 - 1. Inspections and Reports
 - a. Performs routine monthly safety hazard and maintenance deficiency inspections in accordance with Volunteers of America's guidelines, the "REAC Compilation Bulletin" and the Uniform Physical Condition Standards (UPCS) – including site, building exteriors, building systems, common areas and dwelling units.
 - b. Inspects work of other maintenance/custodial personnel for quality, time management and safe work practices.
 - c. Inspects work of vendors to verify quality, completion and compliance with contract as directed by the Community Administrator as the contract must be reviewed to confirm terms and obligations.
 - d. Informs Community Administrator regarding status of employee safety practices, property inspections, unity turnovers, preventive maintenance, work orders and other tasks.
 - e. Assists the Community Administrator with preparation of a written monthly maintenance summary showing number of work orders, turnovers and preventive maintenance tasks completed, pending & outstanding. This may include either writing the report and submitting to the Community Administrator or simply reviewing the written report with the Community Administrator.
 - f. Assists the Community Administrator in the review and preparation of the maintenance budget. Tracks property needs and monitors maintenance expenses.
 - g. Prepares and maintains tool, equipment and supply inventories and submits to the Community Administrator for review.
 - h. Prepares work orders for safety hazards and deficiencies observed during routine inspections of the site, building exteriors, building systems, common areas, and units,

and specifies on the work order what personal protective equipment is required to perform task.

- i. Manage all pest inspections and coordinate exterminations.

2. Maintenance

- a. Creates and implements preventive maintenance schedule in cooperation with Community Administrator.
- b. Performs planned and corrective maintenance to building systems & equipment, fixtures and surfaces, according to the preventive maintenance schedule.
- c. Performs equipment preventive maintenance tasks such as checking for proper equipment operation; changing air filters and condenser coils; lubricating bearings; and minor adjustments according to the preventive maintenance schedule; and documents completion of these tasks.
- d. Performs electrical and plumbing systems preventive maintenance tasks such as: inspecting electrical systems for unsafe conditions; testing and maintaining safety equipment including emergency exit lights and signs; testing light switches, electrical outlets and GFCIs; checking appliances for proper operation; inspecting plumbing fixtures for leaks; checking drain lines to insure they are free of obstruction.
- e. Performs timely apartment unit turn-overs as directed by the Community Administrator.
- f. Performs mechanical tasks such as repairing and/or replacing thermostats and HVAC controls.
- g. Performs electrical tasks such as: repairing faucets; resetting toilets and sinks; repairing water leaks, replacing and/or repairing flush valves; and clearing clogged drains and soil lines.
- h. Performs electrical tasks such as: replacing inoperable circuit breakers, GFCIs, switches and outlets; replacing missing or damaged covers on switches, outlets, junction boxes, timers and panels. Uses lockout/tag out devices when doing electrical work.
- i. Performs carpentry work such as: hanging doors; repairing windows; replacing/repairing door and window hardware; installing and/or repairing cabinets and handrails; repairing downspouts; repairing flooring; and patching walls and ceilings.
- j. Performs masonry work such as: repairing broken concrete, replacing broken ceramic tiles, and re-grouting ceramic tile.
- k. Performs plastering and sheetrock repair such as: mixing plaster and drywall mud; installing and repairing drywall or plaster; smooths and feathers edges to match surrounding surfaces.
- l. Performs painting tasks such as: preparing surfaces for painting by patching and masking; painting with brushes or rollers; performing touch-up painting after work in an area; spot painting metal surfaces for corrosion control, etc.
- m. Performs routine work orders as necessary.
- n. Performs necessary manual labor to keep property in a decent, safe and sanitary condition.

- o. Troubleshoots maintenance problems using visual and appropriate testing equipment.
 - p. Maintains neat, clean and organized maintenance shop and storage areas.
 - q. Operates and makes all installations and repairs in accordance with local, state and national codes.
 - r. Makes recommendations to Community Administrator for outside contractor involvement when appropriate.
 - s. Solicits and analyzes contractor bids and makes recommendations as assigned by the Community Administrator.
 - t. Performs miscellaneous maintenance related tasks or other duties as directed by Community Administrator.
 - u. Coordinates and directs other maintenance personnel as assigned by the Community Administrator.
 - v. Assist in the removal of resident property that can create a health and safety hazard to the property.
 - w. Assist with other projects as assigned which may include other housing facilities.
3. Emergencies/Communication/On-Call
- a. Participates in off-shift and weekend emergency maintenance coverage as scheduled, and responds immediately to emergencies when on-call; returns phone calls in a timely manner.
 - b. Assembles and maintains an emergency tool it kept in an easily accessible location.
 - c. Assist management in monitoring resident safety and well-being.
- B. Responsible for maintaining facility in a clean, sanitary and presentable manner at all times.
- 1. Vacuum and dust interior and exterior common areas and light fixtures daily.
 - 2. Vacuum carpets, sweep and clean floors of vacant units following the make ready form.
 - 3. Clean public restrooms and laundry rooms daily and check supplies.
 - 4. Wash windows and glass in common areas to include lobby, office and community rooms on a periodic basis.
 - 5. Sweep wash and wax floors in interior and exterior common areas weekly.
 - 6. Remove trash and debris in interior common areas and offices daily.
 - 7. Participate in the inspection of common areas of hazardous or unsafe condition, physical damage, or any other form of deterioration and report those conditions to management.
 - 8. Monitor and requisition cleaning supplies as needed.
 - 9. Assist with other projects as assigned by the Community Administrator.
- C. Responsible for all areas of daily communication with administration and to stay in compliance with company policies.
- 1. Safety
 - a. Practice safety precautions and is safety conscious at all times.
 - b. Wears personal protective equipment (PPE) and informs Community Administrator when others do not.
 - c. Ensures that the Material Safety Data Sheet (MSDS) binder is current and up to date; prepares and maintains a hazardous material inventory, updates spreadsheet

as needed (or advises PM to update if no access to computer), and keeps it in front of the MSDS binder.

- d. Conducts and/or participates in required monthly safety meetings.
2. Document and report all resident concerns and/or infractions that can affect the residence security.
 3. Complete all incident reports and logs as required.
 4. Secure approval for exceptions to standard policy.
 5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives. This would include weekend on-call coverage.
 7. Communicate with on-site program staff, Community Administrator, Assistant Administrator, Services Coordinator, and external county/state/city program representatives as required.
 8. Direct available resources as required.
 9. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
- D. Responsible for the assistance of training and development of new staff.
1. Assist the Community Administrator in the training of new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Conduct semi-annual reviews of preventative maintenance schedules at multiple properties.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for residents and all personnel.
- E. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires demonstrated ability to perform plumbing, electrical, and basic carpentry skills. It also requires the ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to seniors, lower economic-status individuals, minorities, and persons with disabilities. Must have organizational skills, the flexibility to work irregular hours, the ability to travel and stay overnight and have the willingness to function as a team member. Requires at least five year of experience in building maintenance. A valid California driver's license, proof of insurance, and a clean driving report is required.

SPECIFIC SKILLS REQUIRED:

- A. Must have general building maintenance skills, i.e., building layout, material, and equipment, as well as the following:
 1. Understanding of HVAC, plumbing, general carpentry

2. Ability to identify / understand of structural / mechanical / electrical systems
 3. Knowledge of finishes, fixtures and furnishings
- B. Routine / preventive maintenance skills, as well as the following:
1. Ability to follow documented instruction / guidelines
 2. Understand inspections / scheduling
 3. Ability to identify replacement/repair needs beyond normal maintenance
- C. Be able to safely operate/ care for:
1. Hand tools
 2. Power tools
 3. Electrical test equipment
 4. Gauges, meters and other measuring devices
 5. Other diagnostic test equipment
- D. Must have vocational literacy, to create and understand the following:
1. Daily work reports and inventory information
 2. Requisitions
- E. Must have general analytical and mathematic skills to:
1. Perform simple calculations using “shop math” for linear, spatial and volumetric measurements
 2. Perform accurate calculations for estimated cost of simple projects or providing service including labor, materials and equipment
- F. Cultural Competency*

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS

Lift and move up to 50 pounds

Physically able to safely maneuver weight distribution of maintenance supplies

Must be capable of climbing extension ladders to access roof and windows to make necessary repairs.

Stand, walk, bend, stoop, kneel, and sit frequently

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Community Administrator. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position will delegate tasks as needed and will provide training to assigned maintenance staff.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position may require contact with county/state/city and business entities, residents, and all levels of support staff. The Lead Maintenance Technician is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all residents. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

The Lead Maintenance Technician is responsible for informing the Community Administrator of any financial concerns. Substantial financial loss can occur if repairs are not made in a timely manner.

NUMBER OF EMPLOYEES

No employees report to this position.

This Lead Maintenance Technician job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____