

## **POSITION DESCRIPTION**

Position: Maintenance Technician  
Program: Facilities Status: Non-exempt  
Reports to: Program Director Date Revised: 9/2017

### **POSITION SUMMARY:**

The Maintenance Technician is responsible for the repair and maintenance at assigned programs as needed. This individual is responsible for assuring quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, and performance of all work duties as required. Work is 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. Maintain and make repairs, as needed, of the interior and exterior of program sites to meet all county codes and to insure all equipment is in safe working order.
  2. Maintain plumbing and electrical services, i.e., electrical fixtures, lighting, toilets, sinks, drains, equipment, tools, etc. to be in good working order for program offices, apartments and common areas, i.e. restrooms, laundry facilities, recreation rooms, kitchens, etc.
  3. Conduct required inspections of heating/cooling systems and smoke detectors as needed.
  4. Select, purchase and pick-up repair materials as needed.
  5. Responsible for inventory control and utilization of maintenance equipment and supplies.
  6. Maintain accurate records regarding preventive maintenance, service request, apartment make-ready and periodic inspections.
  7. Maintain adequate lighting for interior and exterior of property.
  8. Make recommendations to Program Director on necessary maintenance repairs, preventive maintenance and property improvements.
  9. Schedule maintenance on all equipment based on the manufacturer's recommendations.
  10. Maintain MSDS manual.
- B. Responsible for all areas of daily communication with administration and to stay in compliance with company policies.
1. Document and report all resident and staff concerns and/or infractions that can impact the client security.
  2. Complete all incident reports and logs as required.
  3. Secure approval for exceptions to standard policy.
  4. Notify management of potential workflow problems and resource needs necessary to attain performance standards.

5. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives. This would include weekend on-call coverage.
  6. Direct available resources as required.
  7. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
- C. Responsible for the assistance of training and development of new staff.
1. Assist the Program Director 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. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for residents and all personnel.
- D. 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, 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 homelessness, substance abuse, young adults, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license is required to operate any VOA vehicle.

**SPECIFIC SKILLS REQUIRED:**

Ability to interpret instructions / guidelines from maintenance manuals  
 Ability to perform preventive and routine maintenance on tools, equipment and attachments  
 Ability to safely use hand tools and basic power tools  
 Knowledge of shop math and basic calculations for project estimates  
 Teamwork skills  
 Oral and written communication skills  
 Ability to de-escalate crisis situations and assist residents and staff in emergency situations  
 Organizational skills  
 Analytical and decision making ability

**PHYSICAL REQUIREMENTS**

Lift and move up to 50 pounds  
 Physically able to safely maneuver weight distribution of a client in an emergency situation  
 Stand, walk, bend, stoop, and sit frequently  
 Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. 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 does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

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

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES**

No employees report to this position.

**This 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.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_