



Job Title:	Service Technician (for Certified and Non-Certified Technicians)	Job Level:	Property
Reports To:	As Assigned		
EEOC:	Craft Workers	Salary Range:	FLSA: Non-Exempt

Job Summary:

Performs technical and mechanical work that ensures the inside and external buildings, grounds, amenities, and common areas of the property meet the Company's standards for cleanliness, appearance, safety, and overall functionality by performing maintenance-related tasks.

Job Responsibilities:

1. Completes assigned work orders generated from resident requests for service, as well as routine upkeep on the property by diagnosing the source or cause of the defect or problem, and making repairs in accordance with established policies, procedures, safety standards, and code requirements.
2. Completes the "make-ready" process to prepare vacant apartment homes for leasing and new move- ins by completing the pre-move-out inspection, creating a "punch" list of maintenance work needed, scheduling vendors and contractors as needed, obtaining needed supplies and materials, completing all maintenance tasks, and inspecting completed work.
3. Follows procedures for accessing and obtaining materials, supplies, equipment, tools, and other items from the property's maintenance shop by tracking inventory used, returning unused items to the established location, and notifying the maintenance supervisor about re-ordering needs.
4. Completes documentation and other paperwork in a timely, accurate, and complete fashion so that service requests can be appropriately documented and tracked.
5. Assists in maintaining the grounds, common areas, and amenities by picking up trash and debris, pressure-washing breezeways and pool areas, performing general cleaning, and painting curbs and signage as needed.
6. Supports cost-cutting and expense control programs by fixing rather than replacing parts when possible, not being wasteful with materials and supplies, and practicing the correct use for tools and equipment.
7. May periodically inspect work performed by contractors, vendors and other service providers to verify the work, materials and services meet quality standards, scope and specifications as required.
8. Complies with Company's safety and risk-management policies by attending and participating in the property's routine safety meetings, completing required training on OSHA and other safety related laws and requirements, and by reporting accidents and incidents promptly and accurately.
9. Demonstrates customer services skills by treating residents and others with respect, answering resident questions, responding sensitively to complaints about maintenance services, and completing assigned work orders with efficiency and urgency.

10. Assists in conducting routine and periodic property inspections to identify safety and risk management concerns, keep the property in good repair, and communicate concerns about the physical needs of the property to management.

Organizational Responsibilities:

- Follows established policies and procedures by monitoring and complying with regulatory requirements, organizational standards, and operational processes related to area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
- Practices proper safety techniques in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
- Identifies areas for improvement and offers suggestions to improve efficiency and productivity.
- Keeps abreast of current changes in technology, processes, and standards within the industry and area(s) of responsibility by attending internal and external training classes, research and/or subscribing to the internet or other professional publications, or utilizing other appropriate method(s) to obtain business and professional information, and applies knowledge and practices to area(s) of responsibility.

Working Conditions:

- Incumbents work both in and outside of apartment buildings and in all areas of the property, including amenities.

Physical Demands:

- Incumbents need to be able to bend, stoop, climb ladders, reach, carry objects, and crawl in confined areas.
- Incumbents must be able to work inside and outside in all weather conditions (rain, snow, heat, hail, wind, sleet).
- Incumbents must be able to push, pull, lift, carry, or maneuver weights of up to twenty-five (25) pounds independently and fifty (50) pounds with assistance.
- Rare or regular travel may be required to assist other properties as needed, attend training classes, business meetings, or other situations necessary for the accomplishment of some or all of the daily responsibilities of this position.
- Incumbents must be able to work a flexible work schedule, which includes taking "call" during evenings, weekends and holidays.

Knowledge, Skills, Abilities:

- Incumbents must have EPA certifications Type I and II or Universal for refrigerant recycling. (Applies to Certified Service Technicians.)
- Incumbents must have all certifications as required by State and Local jurisdictions. (Applies to both Certified and Non-Certified Service Technicians.)

- Incumbents must provide own hand tools unless prohibited by State law and must be knowledgeable and skilled in the safe use and maintenance of hand tools, power tools, user-moved aids, mechanical equipment and measuring devices.
- Demonstrated ability to apply principles of logical thinking to define and correct problems.
- Proficiency in customer service and interpersonal communication skills in order to effectively interact with residents, clients, team members, and other business contacts, respond courteously to questions and requests, and stay calm when addressing and resolving customer problems.
- Demonstrated ability to read, write, and communicate effectively to represent company management in a support capacity, act as first point of contact for internal team members and external visitors to the Company, and answer questions related to department operating policies.

Date Created: 8/9/2016

ACKNOWLEDGEMENT:

I have received and read a copy of this job description. By my signature below, I understand and can perform all of the key job responsibilities described herein, with or without reasonable accommodation.

Team Member Signature

Date