

MAINTENANCE TECHNICIAN

TITLE: Maintenance Technician
DEPARTMENT: Property Management/Field
REPORTS TO: Service Operations Manager
FLSA STATUS: Non-Exempt

JOB SUMMARY

The Maintenance Technician (MT) performs both scheduled and as-needed maintenance on all portfolio homes in the assigned area. The MT interfaces with Residents, local Management Team, and other departments to address and resolve maintenance and repair work orders on occupied and vacant homes. In addition to providing maintenance services the MT is responsible for supporting their lead with construction projects. The MT will fill a vital role in ensuring that completion times and quality standard targets are met. This position uses Waypoint's technology platform as a means to ensure quality response times with issue resolution on all work orders.

ESSENTIAL JOB FUNCTIONS

- Respond to all service calls per schedule and works within the system to finalize work orders.
- Diagnose and troubleshoots calls with residents in a calm, professional, and empathetic manner.
- Close service call tickets in a quality, cost effective and timely manner.
- Provide support with home inspections to assess maintenance, functionality and aesthetics of the home; identifying damage or remediation items.
- Require visiting multiple sites throughout the day to perform service calls.
- Take direction from their individual team leads.
- Perform Quality Control Inspections following completion of construction.
- Conduct all activities in accordance with company policies/procedures and all State and Federal regulations (i.e. ADA, Fair Housing, HAZCOM programs, OSHA and lead-based paint).

SKILLS AND ABILITIES

- Excellent communication (oral and written) skills.
- Ability to take initiative and work independently to establish and manage work priorities, activities and timelines to achieve results.
- Exhibits sound judgment and swift decision-making skills.
- Exhibit strong attention to detail.
- Aptitude with computers, internet, MS Office.
- Customer service orientation.
- General understanding of masonry, electrical, mechanical, painting, drywall, flooring, and carpentry.
- Ability to work with basic mathematical concepts.

MINIMUM QUALIFICATIONS

- High School Diploma or equivalent.
- Two years of hands-on field experience in property maintenance, general handyman, rehabilitation and/or home warranty work.
- Working knowledge of codes, municipal by-laws, inspection procedures.
- Must possess a valid driver's license, an insurable driving record and access to own motor vehicle.
- Availability to work on-call, after hours, weekend and emergency rotations.
- Required Tools include (but not limited to): tool box, hammer, tape measure, screw driver set, standard wrench set, plier set, channel lock pliers, two foot level, pipe wrench, crescent wrench, drills, and drill bits. These tools will not be provided by the Company and will be necessary to perform the job duties.

- May require HVAC/EPA license.

PREFERRED QUALIFICATIONS

- 2 years college or trade school.
- Applicable certifications, such as Mechanical, Electrical, HVAC and Environmental.
- General contracting licenses.

PHYSICAL REQUIREMENTS:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical:

- Lifting, carrying, pushing, and/or pulling; climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling.
- Requires good manual dexterity (hand, hand with arm, two hands) and multi-limb coordination.
- Must be able to lift, push, pull or carry objects weighing up to 50 pounds, use abdominal and lower back muscles to provide support over time without fatigue.
- Ability to lift heavy objects with assistance (i.e. AC Units, Appliances), walk and stand for long periods of time and perform strenuous physical labor under adverse field/weather conditions.
- Ability to operate assigned equipment and vehicles.
- Ability to verbally communicate to exchange information.

Environment:

- Indoor and outdoor field environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, solvents, toxic agents,/chemicals, gases, electrical currents, and all types of weather and temperature conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

Vision:

- See in the normal visual range, with correction if needed.

Hearing:

- Hear in the normal audio range with correction if needed.

This Job Description represents the basic qualifications for the position. It is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee. You may be asked to perform or assist with other instructions and duties. You will be evaluated, in part, based on your performance of the tasks listed in this job description. Job Descriptions may be revised at any time, at the sole discretion of Colony Starwood Homes.