

## POSITION OF SERVICE TECHNICIAN

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### REPORTS TO: COMMUNITY MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of SERVICE TECHNICIAN. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

**JOB BRIEF:** The SERVICE TECHNICIAN is to assist the Service Supervisor in maintaining the physical integrity of the community. This involves insuring a safe, secure, and comfortable living environment for residents, visitors and staff. The SERVICE TECHNICIAN will carry out assigned duties in a safe manner and other duties as requested by the Service Supervisor. In the absence of the Service Supervisor, the SERVICE TECHNICIAN will assume all maintenance responsibilities.

### QUALIFICATIONS

Position requires at least 1 year experience in apartment maintenance.

**Equipment Requirement:** *Required to wear back support belt, wear goggles when working with specific equipment, wear masks and gloves and other safety equipment as tasks dictate.*

**Work Hours:** *40 hours per week. Weekends as circumstances warrant; on-call on a rotating basis and for emergencies.*

**Equipment/Machinery/Tools:** An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:

- |                        |                                                                                                         |
|------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Hand Tools</b>      | Various wrenches, hammer, grips, saws, sledgehammer, snips, posthole diggers, etc.                      |
| <b>Power Tools</b>     | Wrenches, grinders, sanders, drills, saws, etc.                                                         |
| <b>User-Moved Aids</b> | Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, step ladders, full ladders, double ladders. |

<b>Mechanical Equip.</b>	Motors, pumps, compressors, blowers, electric and hand power augers, etc.
<b>Measuring Devices</b>	Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, etc.

## DUTIES AND RESPONSIBILITIES

- Conducts all business in accordance with company policies and procedures, state and federal laws; e.g., OSHA, ADA, Fair Housing, etc.

### Preventive Maintenance/Safety

- Must be knowledgeable of pertinent laws and EPA and OSHA regulations governing proper storage and management of hazardous materials, including solvents, flammables, caustics and refrigerant.
- Must be constantly aware of the condition of apartment community throughout the community and immediately initiates action to correct unsafe conditions; e.g., broken gates leading to the pool, broken steps, open holes, broken/burned out exterior lights. **THIS INCLUDES ENSURING PROPER SNOW REMOVAL OF ALL PUBLIC WALK AREAS.**
- Schedules and performs routine preventive maintenance on all appropriate equipment as directed by Service Supervisor and Community Manager. Inspects and maintains all tools in excellent condition.
- Be aware of all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts.
- Performs work area clean-up and safety related duties.
- Ensures that storage areas remain locked when not in use.

### General

- Diagnoses and performs minor and routine maintenance/repair, as directed, involving the following on a daily basis:
  - Electrical and plumbing (including water lines).
  - A/C and heating systems.
  - Appliances (when applicable).
  - Water irrigation systems.
  - Stairs, gates, fences, patios, railings.
  - Tile, carpet, flooring.
  - Roofing, gutters, fasteners.
  - Interior/exterior lights.
  - Fireplaces, ceiling fans.
  - Gas fixtures and appliances (where applicable).
  - Shutters, doors, cabinets, windows, sliding glass doors.
  - Boiler, gas and electric.

**Page 3, Position Of Service Technician**

- Door locks, P.O. boxes and locks.
  - Security systems (where applicable).
  - Ceiling leaks.
  - Walls.
  - Pool areas, tile, jacuzzi, pool furniture.
- Inspects and helps coordinate all needed make-ready repairs and services. Assists make-ready staff as required to meet deadlines.
  - Reports all major repairs and need requisitions to Service Supervisor and Community Manager prior to any expenditure of funds.
  - Changes locks and make keys.
  - Removes and transfers heavy appliances and equipment from storage area to apartment (or vice versa) as circumstances warrant. Assists in moving abandoned furniture, appliances, etc., to dumpster when necessary.
  - Be knowledgeable of inventory levels of spare parts and supplies and inform Service Supervisor of shortages.
  - Assists in keeping grounds neat and free of litter. Rakes, sweeps, shovels as circumstances warrant.
  - Performs any additional duties assigned by Service Supervisor and Community Manager.

**PHYSICAL REQUIREMENTS**

- Constant need (66% to 100% of the time) to be on feet.
- Have constant need (66% to 100% of the time) to perform the following physical activities:

Bend/Stoop/Squat/Kneel	Perform routine maintenance/repairs, pick up tools and needed equipment.
Climb Stairs	Service requests, make-ready needs for 2nd and 3rd floor apartments.
Push or Pull	Move equipment, appliances, open and close doors, etc.
Reach Above Shoulder	Perform routine maintenance/repairs, stock and remove equipment, parts, etc.
Climb Ladders	Perform routine maintenance/repairs.
Grasp/Grip/Turning	Handle tools and equipment, perform routine maintenance/repairs.
Finger Dexterity	Handle tools and equipment, perform routine maintenance/repairs.
- Constant need (66% to 100% of the time) to perform the following physical activities:

#### Page 4, Position Of Service Technician

Writing                                      Inventory maintenance, requisition requests, required maintenance reports.

- Lifting/carrying (supplies, replacement parts, ladders, etc.):

Over 150 lbs.	Rare need (less than 1% of the time)
75 - 150 lbs.	Occasional need (1% to 33% of the time)
25 - 75 lbs.	Frequent need (33% to 66% of the time)
1 - 25 lbs.	Constant need (66% to 100% of the time)

**NOTE:** Lifting and carrying of weights exceeding 50 lbs. is often accomplished with assistance from one or more persons. Examples of heaviest items lifted include washer/dryers, refrigerators, A/C units, abandoned sofas, etc.

#### VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to document maintenance and complete forms, review manuals and operating instructions, read cautionary labels, respond to written instruction from staff and residents. Constant need to see small detail when performing routine maintenance duties.
- Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach (oversee assistants, observe problems throughout the community).

#### HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate with assistants, resident staff, vendors and residents. Must use listening skills to diagnose needed repairs, etc.

#### SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to verbally communicate with assistants, resident staff, vendors and residents.

#### DRIVING/TRAVELING REQUIREMENTS

- Frequent need (33% to 66% of the time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotation "on call" status may occasionally require expedient travel to assigned community at moments notice. Pick up and deliveries to the corporate office.
- Must have valid driver's license and automobile insurance coverage.

## **WORKING ENVIRONMENT**

- Indoors (66% to 100% of the time). Frequently outdoors (33% to 66% of the time), all conditions, often for extended periods.
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

## **REASONING DEVELOPMENT**

- Moderate. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.