

## Job Description

**Job Title:** Maintenance Technician

**Reports To:** Maintenance Supervisor

**FLSA Status:** Non-Exempt

**Department:** Pathways Drop In Center, Maxwell Terrace, and Maxwell Garden

**SUMMARY:** Under direction of the Maintenance Supervisor to be responsible for the general maintenance of the property and grounds.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Inspects electrical, plumbing, heating, air conditioning, and other equipment.
- Maintains minor repairs on maintenance work order requests.
- Assists with supervision of ground maintenance personnel and vendors.
- Acts as a custodian for all property departments.
- General repairs such as painting, patching walls, security hardware and minor landscaping maintenance.
- Under direction of the Maintenance Supervisor, diagnoses malfunctions and determines repairs, service, and/or maintenance requirements on the property.
- Attends meetings, seminars and courses for purpose of acquiring knowledge.
- Under direction of the Maintenance Supervisor, responds to emergency situations for purpose of resolving safety and operations problems.
- Maintains shop facilities in clean, safe and orderly manner.
- Purchases supplies as needed.
- Responsible for directing and assisting vendors and contractors when they come to the properties.

### **COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Problem Solving** - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations.

**Project Management** - Communicates changes and progress.

**Technical Skills** - Pursues training and development opportunities; Strives to continuously build knowledge and skills.

**Customer Service** - Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

**Interpersonal** - Focuses on solving conflict, not blaming; Maintains confidentiality; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Listens and gets clarification; Responds well to questions.

**Team Work** - Exhibits objectivity and openness to others' views; Contributes to building a positive team spirit; Puts success of team above own interests.

**Written Communication** - Presents numerical data effectively; Able to read and interpret written information.

**Change Management** - Communicates changes effectively; Prepares and supports those affected by change.

**Cost Consciousness** - Conserves organizational resources.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

**Adaptability** - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Seeks increased responsibilities; Asks for and offers help when needed.

**Innovation** - Meets challenges with resourcefulness.

**Judgment** - Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.

**Motivation** - Demonstrates persistence and overcomes obstacles.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

## **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education/Experience:**

High school diploma or general education degree (GED); and, at least two years of general maintenance experience or other maintenance responsibilities such as painting, patching walls, security hardware and minor landscaping, and/or equivalent combination or experience, education or training.

### **Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Math Ability:**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### **Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **COMPUTER/OFFICE SKILLS:**

To perform this job successfully, an individual should be able to use office equipment such as fax, copier, and telephone for purpose of preparing, maintaining, and conveying information.

## **CERTIFICATES AND LICENSES:**

No certifications needed

## **SUPERVISORY RESPONSIBILITIES:**

Directly supervises two maintenance employees in Maxwell Garden and Maxwell Terrace . Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet or humid conditions (non-weather); outdoor weather conditions; extreme cold (non-weather) and extreme heat (non-weather).

The employee is frequently exposed to work in high, precarious places and fumes or airborne particles.

The employee is occasionally exposed to work near moving mechanical parts; toxic or caustic chemicals and risk of electrical shock.

The noise level in the work environment is usually loud.

**PHYSICAL DEMANDS:**

The physical demands described here 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 functions.

The employee must regularly lift and /or move up to 50 pounds, frequently lift and/or move up to 100 pounds and occasionally lift and/or move more than 100 pounds.

Specific vision abilities required by this job include Ability to adjust focus.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear.

The employee is occasionally required to sit and taste or smell.

***This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.***

\_\_\_\_\_  
Acknowledged: Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approved: Supervisor/Manager

\_\_\_\_\_  
Date