
MAINTENANCE TECHNICIAN JOB DESCRIPTION

Scope and Purpose

The Mission of Prism Real Estate Services, LLC™ is to improve the lives of people in our communities, one property at a time. To be responsible, under the direction of the Property Manager and/or Head of Maintenance, for the overall maintenance of the physical property. Because of the importance of assuring the successful management of the maintenance staff, the maintenance technician must be trained to perform the duties of the Head of Maintenance and provide support and cooperation in completing all work items. Above all else, the spirit of teamwork and cooperation with other team members will not only improve the job you do, but enhance the entire work experience.

Duties and Responsibilities

- Maintain a professional image and attitude in keeping with the objectives of Prism Real Estate Services (PRES) and residents' welfare.
- Report to the Property Manager and/or Head of Maintenance each morning to communicate daily needs of the property and receive daily assignments.
- Report any observed problems in units or on the property to the Property Manager.
- Wear uniform shirt and identification as provided/directed by the Property Manager and/or Regional Manager. Jeans or khaki pants may be worn that are in good condition and free of dirt, paint and holes. Work boots and/or tennis shoes may be worn; however, sandals are not allowed. Refer to PRES Employee Handbook.

Physical Requirements

Physical aspects of the job may require heavy (50 pounds) lifting, pushing, pulling, bending, kneeling, stooping, climbing, balancing and carrying.

Grounds and Curb Appeal:

- Keep or ensure grounds, garbage container areas, hallways, garages and/or parking lots in a neat and orderly manner, not allowing any trash or debris to accumulate. Patrol these areas every morning and continually throughout the day. Depending on the property, you may be required to vacuum and/or blow hallways, parking areas and/or breezeways as necessary. The direct supervisor will determine the frequency of these duties. Some properties may require these tasks daily.
- Assist management/leasing staff with curb appeal which may include detailing model units, putting out balloons, banners, a-boards, etc.
- Oversee and assist all work associated with the upkeep of the grounds.

Work Orders

- Work orders are to be recorded in the work order system. Permission to enter must be given by the resident. Work orders are to be properly completed within 24 hours unless parts or outside repair by a contractor must be secured. If a work order is not completed within 24 hours, the resident must be notified in writing as to the anticipated completion date.
- Leave the resident a copy of the completed work order in the unit and return one copy to the office for filing OR leave the resident copy of the incomplete work order with the estimated date of completion and return one copy to the office.
- Maintain and periodically analyze work orders for consistent patterns or long-term maintenance concerns.
- Always report questionable activity, unsanitary conditions, unauthorized occupants and/or pets to the Property Manager.

Parking Areas

- Parking areas are to be maintained in a clean and safe manner. Speed bumps, fire lanes and parking stalls should always be crisply painted. Any potholes should be addressed immediately with cold patch, with larger jobs being bid by asphalt contractors.

Building & Common Area Maintenance

- Regular maintenance of the building exteriors, building interiors and common areas directed by the Head of Maintenance and include but are not limited to pressure-washing as needed, painting and maintenance of all building systems such as gutters and downspouts, roof drainage systems, French drain systems, surface water management systems, fire alarm systems, fire extinguishers, fire sprinkler systems, signage, laundry centers, playgrounds, tennis courts, sports courts, and any other common areas, etc.
- When requested, participate in annual inspection of units to determine the need for preventative and restorative repairs.
- Perform a wide variety of electrical, plumbing, carpentry, and preventative maintenance tasks, as needed/requested.
- Maintenance staff should control for pests such as wasps, bees and fleas (unless the nest is too large and presents a danger to the staff and/or resident). All other pest control needs, e.g., rodents, cockroaches, silverfish, ants, etc., should be assessed and taken care of by a professional pest control vendor.
- Empty lint filters in common area laundries at least once per week.
- HVAC – Inspection of furnace filters 2x a year.
- Clean coils on compressor unit and clean A-coil furnace.

Inventory, Tools & Supplies

- The Maintenance staff should supply their own basic tools such as a hammer, screwdrivers, drill, etc. Specialty tools used for property purposes may be purchased with the approval of the Regional Manager.
- Maintain property-owned materials and tools in a neat and orderly manner at all times. Maintain a neat and organized workshop area free of clutter and debris. Upon completion of maintenance task, all tools and excess supplies shall be cleaned up and stored appropriately.

Vendors

- PRES takes great pride in the relationship developed with many vendors. PRES expects each staff member to treat vendors with respect, fairness and honesty. PRES does not allow 'kick-backs' or gifts from vendors.
- PRES does not ever allow vendors to charge materials or anything on property accounts.

Turnovers

- Vacant units are to be turned and made market ready within 3-5 days of the prior resident's moveout depending on work required. Maintenance staff schedules may be varied to accommodate the turnover schedule when the 1st day of the month falls on a weekend. Status of vacant units should be reported on a board in the management office.
- At the discretion of the Property Manager and/or Head of Maintenance, and depending on size of property and number of turnovers, maintenance personnel may be required to paint units.
- Change the lock(s) on all vacant unit doors, and make or have made any necessary keys. Occupied unit keys may require changing periodically depending upon the situation.

Vehicle Use/Mileage Supply Transport

- A few properties may have either a maintenance vehicle or maintenance golf-cart. These vehicles are to be driven only by approved licensed drivers with a clean driving record. These vehicles are to be used on the property only for the transport of supplies. Residents are not allowed in or on the vehicles at any time. The vehicles are to be maintained in a neat and orderly manner at all times. Abuse or misuse of vehicles may cause the elimination of the vehicle and/or revocation of driving privileges.
- For those properties that do not have a vehicle provided to transport supplies, other carts, dollies or similar apparatus may be used. Mileage for travel **on the property** is **not** reimbursed.
- Mileage is paid through payroll.

On-call Emergencies

- The Head of Maintenance and Maintenance Technician must be available to take emergency calls on a 7-day rotating basis. The staff person on-call will be equipped with a cell phone and is required to return calls within 15 minutes.
- Maintenance staff must never respond to an emergency page while intoxicated or after consuming alcohol.
- On call emergencies are considered anything involving life-safety issues, floods, fires, earthquakes, other natural disasters or major destruction or threat to the physical property and all other emergencies listed per the after-hours SOP.

Safety

- All staff must strictly adhere to safety policies and procedures to prevent on the job injuries and maintain a safe work and living environment.
- Maintenance staff is not permitted to carry weapons.

Skill Requirements

- Knowledge of HUD regulations regarding housing quality standards and other maintenance related standards.
- Knowledge of the PRES policies and procedures.
- Knowledge of the physical layout of the site.
- Knowledge of building and grounds maintenance, including standard practices, methods, tools, materials, electrical, plumbing, HVAC, painting, carpentry, and grounds keeping.
- Knowledge of safety rules, including accident causation and prevention.
- Knowledge of occupational hazards and appropriate safety precautions.
- Ability to administer a comprehensive maintenance program for a public housing site.
- Ability to analyze information from inspections in order to determine the maintenance needs, and the quality of maintenance services provided.
- Ability to develop plans and procedures for efficient and timely completion of work.
- Ability to maintain records in an orderly fashion.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with supervisor, subordinates, co-workers, residents, contractors, and the general public.
- Ability to prepare recommendations and reports, as required.
- Ability to read, understand and work from sketches and blueprints.
- Ability to understand oral and written instructions.

Qualifications for this Position

- High school education or equivalent.
- Experience in multifamily maintenance and experience involving public contact.
- Maintenance personnel must provide tools needed to perform routine maintenance tasks.
- Some type of formal training or experience in the following areas: carpentry, light plumbing work, light electrical work, painting, refurbishing, etc.
- Willingness to pitch in and work in areas other than repairs and maintenance; i.e. janitorial, custodial, gardening, painting, etc.
- Physical aspects of the job may require heavy (50 pounds) lifting, bending, kneeling, stooping, climbing, balancing, and carrying.
- HVAC Certified, where applicable.
- Valid driver's license and up to date vehicle insurance.
- Use of personal automobile for local job-related travel and pick-up, or ability to drive pickup truck and van.
- Neat, clean and appropriate appearance.
- Meet PRES Criminal Background & Credit Check, prior to employment
- Ability to stand for long periods of time.
- Be able to walk entire property.
- Be able to climb stairs up to 10 times a day.
- Successful completion of the EasyLMS Fair Housing Test, upon employment
- Successful completion of EasyLMS OSHA Standards Test, upon employment
- Successful completion of eRiskHub On-line Security Training Program, upon employment

NOTE: This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification