

## **NORTH CHARLESTON HOUSING AUTHORITY**

### **POSITION TITLE: MAINTENANCE TECHNICIAN**

#### **Scope and Purpose**

Under general direction of the Property Manager and/or Lead Maintenance Technician, performs skilled and semi-skilled trade's work of moderate difficulty in the repair and maintenance of North Charleston Renaissance (NCR) units, buildings and/or grounds.

General policies and suggestions as to work to be performed and results to be achieved are received from the Property Manager and/or Lead Maintenance Technician, and are reviewed through inspection of work, upon completion, for timeliness, quality and results obtained. Most technical aspects of the work are usually conducted with considerable independence. Incumbent must be able to operate somewhat independently while Property Manager and/or Lead Maintenance Technician is off site and/or while working after hours.

#### **Duties and Responsibilities**

General:

- Maintain a professional image and attitude in keeping with the objectives of the Authority and residents' welfare
- Report to the Property Manager and/or Lead Maintenance on a regular basis (daily, weekly, etc.) the daily needs of the property
- 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. 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
- Provide direction to any subordinate maintenance staff of the property at the discretion of the Property Manager and/or Lead Maintenance Technician
- Recommend, when appropriate, the use of outside contractors for some projects.
- Make recommendations for changes in policies and procedures in response to changing conditions, requirements, regulations, or technology
- Works from work orders that have been generated by telephone calls from residents or from Property Manager/Assistant Manager
- Repairs roofs, screen doors, cabinets, walls, floors, and sidewalks
- Repairs and cleans refrigerators and stoves, replaces thermostats, repairs, or replaces light switches, fixtures, and receptacles
- Participates in the repair of sewer, water and plumbing, HVAC, and electrical equipment and in the operation of power tools in carpentry work (e.g., building or repairing shelves, kitchen cabinets, wall paneling and partitions, in the hanging of doors, and replacing porch columns and screening, etc.
- Replaces washers in sink faucets; unstops sinks, tubs, commodes, and sewer lines
- Repairs inside of flush tanks, repairs and replaces drainpipes
- Replaces broken windowpanes and screens, doorknobs and door stop
- Repairs Formica cabinet tops and paints apartment walls and cabinets
- Maintain Preventative Maintenance Program.

- Cut and trim trees and shrubs, may operate a backhoe, bush hog or other motor vehicle as assigned
- Maintain the NCR's buildings and grounds in a safe and sanitary condition 24 hours a day,
- This position will require overtime and on-call availability and maintaining an awareness of proper safety procedures and guidelines and applies these in performing daily activities and tasks; and performs other work as required.
- Incumbent will sweep, mop clean and wax floors, dust, clean window and glass surfaces, move furniture and equipment, dispose of trash and debris.

*Physical Requirements:*

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

*Grounds:*

- Keep or ensure that the grounds, garbage container areas, 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 blow parking areas and/or breezeways as necessary. The Property Manager will determine the frequency of these duties. Some properties may require these tasks daily.
- Oversee and assist all work associated with the upkeep of the grounds.

*Curb Appeal:*

- Assist management/leasing staff with curb appeal which may include detailing model units, putting out balloons, banners, a-boards, etc.

*Work Orders:*

- Work orders are to be recorded. Permission to enter must be given by the resident. Emergency work orders are to be properly completed within 24 hours. Routine work orders are to be properly completed within 72 hours unless parts or outside repair by a contractor must be secured. If a work order is not completed within the required time, 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 completion date. Once completed, the work order can be returned to the office for filing.
- 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/Assistant Property Manager.

*Building & Common Area Maintenance:*

- Regular maintenance of the building exteriors, building interiors and common areas are the responsibility of the Lead Maintenance Technician 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 rooms, playgrounds

and any other common areas, etc. In the event a property does not have a Lead Maintenance Technician, the Maintenance Technician is responsible.

- 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.
- Maintenance staff should take care of pest control such as for wasps, bees and fleas (unless the nest is too large and present a danger to the staff and/or resident). All other pest control needs such as for 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.

#### *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.

#### *Inventory, Tools & Supplies:*

- The Maintenance staff is provided a toolbox with basic tools such as a hammer, screwdrivers, drill, etc. Specialty tools used for property purposes may be purchased with the approval of the Property Manager only.
- Always maintain property-owned materials and tools in a neat and orderly manner. 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:*

- The Authority takes great pride in the relationship developed with many vendors. The Authority expects each staff member to treat vendors with respect, fairness, and honesty. The Authority does not allow 'kick-backs' or gifts from vendors.
- The Authority does not use any vendor 'exclusively'.
- The Authority 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 7 days of the prior resident's move out.
- 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.
- During the 3rd week of every month, pre-inspect any units on notice to vacate and assess what maintenance supplies will be necessary to return the units to market ready status. Prepare a supply order in writing and turn it in to the Property Manager for order placement and approval.
- At the discretion of the Property Manager and/or Lead Maintenance Technician 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, once vacant, 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 always maintained in a neat and orderly manner. 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. It is not recommended that personal vehicles be used and mileage for travel on the property is not reimbursed.
- Mileage is only reimbursed for those roundtrips totaling 10 miles or more at one time. Mileage reimbursement is reserved for special trips, not for regular trips to pick up supplies. Should the need arise for mileage reimbursement, complete the provided form, and turn in monthly. Mileage is paid through accounts payable, not through payroll.

#### *On-call Emergencies:*

- The Lead Maintenance Technician, Maintenance Technician and Maintenance Aide II 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 10 minutes of receiving a message.
- 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.
- Maintenance staff is never allowed to carry weapons.

#### *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. Additional safety training is available through the Authority office. **Arrangements can be made through the Risk Manager**

#### **WORKING CONDITIONS**

- This is typically an active position with some sedentary responsibilities
- Incumbent works out of the Property Manager and/or Maintenance Office at a NCR Property.
- The maintenance environment involves potential exposure to chemical contaminants, carcinogens, and less desirable atmospheric, social or sanitation conditions.
- Incumbent is required to perform activities including standing and walking some of the day to inspect ongoing or the need for extensive maintenance operations.

- Work activities also include some stooping, crawling, bending, crouching, lifting and hauling. All of these conditions require that the incumbent of this position be reasonably ambulatory and possess normal range of hearing, vision and manual dexterity.

### **Skill Requirements**

- Knowledge of the principles of management and supervision.
- Knowledge of HUD regulations regarding housing quality standards and other maintenance related standards.
- Knowledge of the Authority's 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 NCR property.
- Ability to analyze information from inspections 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.
- Knowledge of basic English to communicate verbally and in writing.
- Ability to establish and maintain effective working relationships with supervisor, subordinates, co-workers, residents, contractors, and the 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.
- Ability to be a part of a team and a team leader

### **Qualifications for this Position**

- High school education or equivalent graduation from a standard vocational high school program and two (2) years' experience in building and equipment repair and maintenance work or any equivalent combination of training (GED) and/or experience
- Experience in multifamily maintenance and experience involving public contact preferred.
- Must possess and maintain a valid South Carolina Motor Vehicle Operator's License
- Must have and maintain a driving record acceptable to NCHA and its insurance carrier(s)
- 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
- Some type of formal training or experience in the following areas: carpentry; light plumbing work; light electrical work; painting and refurbishing
- 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 lifting, bending, kneeling, stooping, climbing, balancing, and carrying

**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.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice