

# Flournoy | PROPERTIES

## MAINTENANCE TECHNICIAN

### Position Description

<b>Job Title:</b>	Maintenance Technician
<b>Department:</b>	Flournoy Properties
<b>Reports To:</b>	Community Manager / Lead Maintenance Technician
<b>FSLA Status:</b>	Hourly / Non-Exempt

### Summary

Under the direction and guidance of the Lead Maintenance Technician, this individual performs routine maintenance duties and various other related tasks.

### 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 under ADA may be made to enable individuals with disabilities to perform the essential functions.

Continuous 67 – 100%: Walking, Push/Pull, Bending, Squat/Kneel/Crawl, Use of speech, Use of hearing, Use of vision, Lifting over 10 lbs., Carry objects over 10 lbs., Standing

Frequent: 36 – 66%: Climbing, Twisting, Lifting over 50 lbs., Reaching overhead

Occasional 0 – 35%: Sitting, Keyboard use

### Working Conditions (Exposure):

Very Often: Extreme conditions/hot or cold, Extreme Conditions/wet or dry, Frequent repetitive motions, Moving mechanical parts

Often: Toxic/caustic chemicals, Potential electric shock, High pitched noises, Dust/Fumes/Gases

Some: Computer monitor, Unprotected heights, Latex exposure

### Education and Experience

- GED or High School diploma preferred
- General knowledge of all maintenance areas such as plumbing, electrical and carpentry is preferred.
- Maintenance experience preferred

## **Essential Duties and Responsibilities:**

- Assist the Lead Maintenance Technician with completion of service requests, vacant punches, occupied punches, pool care, dispossession and preventive maintenance by the set deadline.
- May be required to paint apartments as needed/directed
- Must perform “On Call Duties” and handle emergency service requests as related to the Community’s 24/48 hour emergency on call service
- Assist with maintaining up to date inventories, supplies, logs, records, and schedules, ie. Community tools and equipment inventory, parts/supplies inventory, warranty lists, OSHA, etc.
- Interact with residents on service calls and ensure that they are satisfied
- Maintain positive resident relations by responding to requests in a friendly, professional manner and within the designated time frame of the 48 hrs routine maintenance guarantee
- Have a strong emphasis on customer service in every action on the job and help instill this value in co-workers
- Must adjust temperature and lighting when leaving a vacant apartment (unless it’s an open show unit). Temperature should be set to 75 degrees in the summer and 65 degrees in the winter, unless otherwise directed due to geographical location
- Read and understand the Flournoy Properties Policy and Procedures manual with reference to the service maintenance job duties and responsibilities.
- Assist Lead Maintenance Tech in other duties as assigned/directed
- Other duties as assigned by the Community Manager

## **Staff Development**

- Attend, participate and meet required educational classes and on the job training programs i.e. Grace Hills classes, FP classes and exams, maintenance seminars, etc.
- Maintain satisfactory or higher scores on all required exams.

## **Safety and Sanitation**

- Report and/or repair all unsafe/hazardous conditions, defective equipment, etc to supervisor immediately.
- Conduct work using sound safe practices and ensure the safe practices among the service staff.
- Works in a safety conscious manner which ensures that safe work practices are used in order not to pose a risk to oneself or others in the workplace.
- Must immediately report any workplace injuries. See workers compensation state guidelines for detailed information.

## **General Requirements**

- Must be capable to execute all terms and conditions set forth in the Employee Handbook.
- Complies with company policies and procedures and local, state and federal regulations.
- Understands and complies with the Equal Housing Opportunity policy.
- Adheres to policy on Drug Free Workplace
- Maintains a dependable attendance record.
- Adheres to standards of cleanliness, grooming, hygiene and dress code.
- Must have a positive attitude, be a team player and be willing to learn.
- Maintain a professional and courteous attitude with all staff members, residents, and vendors.
- Able to handle and prioritize multiple tasks.
- Must be able to do work in a timely manner and meet deadlines including meeting deadlines to ensure Market Ready Program is completed on schedule.

- Valid driver’s license may be required as well as transportation
- Flournoy office or business matters are confidential and should not be discussed with anyone outside of the office or those directed by your supervisor.
- Resident affairs are confidential and should not be discussed with other residents.

**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.

- Must be able to follow verbal and written instructions.
- Must meet the education and experience requirements below.
- Must be able to work in a variety of environmental conditions
- Must be able to work additional hours as necessary and have flexibility in scheduling including “on call duty.” Hours of operation may vary during lease up, season change, holidays, weekends and evening events.
- Available to travel to off site training courses and meetings
- Must be able to work with limited supervision.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Maintenance Technician** and agree to perform the identified essential functions in a safe manner and in accordance with the Community’s established procedures.

\_\_\_\_\_  
Signature of Service Technician

\_\_\_\_\_  
Date

\_\_\_\_\_  
Community Manager

\_\_\_\_\_  
Date

Please make copy of signed job description for: Employee / Manager / Human Resources