



MAINTENANCE TECHNICIAN

Summary of Position: Responsible for completing on-site maintenance/repair work under the supervision of the Property Manager. The Maintenance Technician is primarily responsible for repairing apartment unit interiors and fixtures, common areas and grounds, and property exteriors. The Maintenance Technician also frequently works with outside contractors.

Position Type: This position is typically nonexempt and reports to the Property Manager.

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

- Works with the supervisor and the remaining on-site staff to ensure that all activities are conducted in compliance with all local, state and federal employment, housing, safety, landlord/tenant, OSHA and real estate laws.
- Works with property team to adhere to budgeted cost parameters.
- Requisitions supplies, parts and equipment from storage areas and advises the maintenance supervisor/manager when purchases are required.
- Works with maintenance manager/supervisor to keep storage and shop areas in a neat, well-stocked, clean, organized manner, per company color-coded program.
- Works with property staff to maximize renewals by performing maintenance procedures as required by the property renewal program.
- Completes property maintenance tasks and responds to property service requests. Also, completes maintains grounds, including irrigation systems, the interior structures and furnishings of apartment units, the exterior structures of property buildings, and other common areas.
- Demonstrated ability to use the variety of tools required to perform maintenance properly, including the ability to lift/carry 75 lbs.
- Works with maintenance manager/supervisor to complete turnkey operations. Works closely with office staff to ensure that apartment units are ready for showing and for resident move-in, according to property rent-ready standards and as scheduled.
- Under the direction of the supervisor, ensures required maintenance and repairs are completed, as necessary.
- Works with supervisor to ensure adherence to company safety standards, policies and procedures. Wears and uses safety equipment, as required. In addition, under the direction of the maintenance manager/supervisor completes safety inspections.
- Is familiar with property map that clearly identifies all utility cut-offs, the location of hydrants, gas mains and any other property safety information.
- Attends regular on-site safety meetings and complies with all federal, state and local safety regulations, including OSHA, EPA, Workers Compensation and Hazard Communications.
- Ensures that all hazardous materials are properly labeled, stored and handled.
- Strictly adheres to the property key control policy, changes locks, cuts and dispenses keys.
- Regularly inspects property for safety and security issues, including, but not limited to non-functioning lights, ground and trip hazards, broken fences, exposed wiring, potholes

and sewer line breaks.

- Adheres to customer service standards. Works to ensure that resident maintenance issues are dealt with in a timely manner and that proper follow-through is done.
- Must have good diagnostic skills and be able to perform basic maintenance repair work on the following: Appliances, HVAC Systems, Electrical Systems, Plumbing Systems, Carpentry, Painting/Wallpapering, Landscaping, and Pest Control (as needed).
- Upholds the mission and values of VOA of IL at all times.

Other Duties: As assigned by supervisor.

Work Environment: Generally, this position operates in a housing property. Though the hours are typically 7:00 AM to 3:00 PM Monday through Friday, the Maintenance Technician must be able to work any of the seven days of the week as necessary to get the job done. Maintenance Technician may be required to be on-call 24 hours per day based on site-specific requirements and practices.

Physical Demands: Reasonable accommodations for the physical demands of the essential functions of the position can be considered and made when possible in response to a specific request.

Qualifications:

Position requires excellent organization and customer service skills. Ability to handle multiple priorities successfully, prioritize strategically, and schedule according to forecasting workloads. Must be able to communicate effectively with a variety of personnel.

Education and Experience:

High School Diploma (or equivalent) is required. Must be able to read, write and communicate English fluently. Must be able to complete beginning-to-intermediate mathematical functions. Qualified individuals must have at least two years' experience in property maintenance. Must have proven ability to successfully work with people, diagnose, and complete required maintenance/repair work. Dependent upon property needs, previous renovation experience may also be required.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Job Type: Full-Time