



Job Description:

I. Job Title: Maintenance Technician

II. Job Relationships: Report to Property Manager

III. General Description

Maintain LaCasa Rental properties in a safe, attractive condition and respond to maintenance work order requests in a timely manner. Work on maintenance rehab projects, and coordinate volunteer labor when assigned to worksite projects. Work as part of the LaCasa rental team to ensure quality products and services and profitable operations. Provide exemplary customer service.

IV. Responsibilities

- A. Maintains all rental property in safe and attractive condition. Oversee regular trash pickup from parking lot and lawn area and lawn, tree and shrub maintenance.
- B. Assures that all customers are treated courteously and with dignity and respect.
- C. Addresses tenant requests for work orders in a timely manner. Emergency requests within 60 minutes and non-emergency/preventive maintenance requests within 24 hours or as scheduled. Document on work order forms when requests were completed and what supplies were used.
- D. Refurbish vacant units in a timely manner.
- E. On-call evenings and weekends for maintenance emergencies that may occur for tenants responding to calls within 60 minutes. Carry Duty Phone per scheduled rotation and be prepared to respond immediately as circumstance dictate. Carry personal cell phone 24/7, except when on vacation or on-call coverage is covered by other employees.
- F. Show vacant rental properties to potential tenants if requested by property management.

G. Assist with rehab of rentals for resale.

H. Purchase supplies and materials in a cost-effective and efficient manner keeping within the property budget. Make sure all purchases are charged to the appropriate account and all receipts or labeled, initialed and turned in to leasing office in a timely manner. Maintain an undated inventory of supplies and equipment.

I. Inspect and Maintain Rental Properties.

1. Determine priorities and maintain a schedule of maintenance and improvements. Do maintenance repairs, supervise volunteers, and contract out other necessary maintenance. Develop and implement preventive maintenance program.
2. Change furnace filters on a quarterly basis or as indicated in PM schedule in all rental properties and conduct a visual inspection of the interior of the rental as part of this visit. Follow up on any necessary repairs.
3. Work with tenants to ensure that exterior of houses and yards are kept neat and clean.

V. Hours and salary range

A. Full-time non-exempt (hourly)

B. Salary will be established commensurate with the skills and experience of the employee within the salary/wage range step.

VI. Job qualifications

A. Three or more years of rental maintenance and experience in construction carpentry, basic electrical, plumbing, and heating maintenance. HVAC certification preferred.

B. Must provide and carry a personal cell phone during work hours for communication with office personnel and vendors.

C. Have enthusiasm, ability to communicate effectively, deal with conflict and be firm.

D. Strong verbal and written communication skills. Basic computer skills.

E. Detail oriented and ability to multi-task and work alone.

F. Ability to supervise volunteers and contracted labor

G. Project a professional image to residents, contractors and volunteers.

- H. Must provide a personal vehicle capable of transporting basic tools and supplies to job sites and maintain a valid driver's license and vehicle insurance. Must provide basic hand tools. Physical ability to perform manual labor for 8 hours per day and lift a minimum of 50 lbs.
- I. Must have basic roofing skills with the ability to climb and work off of ladders.