

Job Title: Maintenance Technician
FLSA Classification: Non-Exempt/ Hourly
Position Status: Full Time
Department: Asset and Property Management
Supervisory Responsibilities: None
Reports To: Maintenance Manager

Job Purpose

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.

Essential Job Duties and Responsibilities

- Maintain all rental property in safe and attractive condition. Oversee regular trash pickup from parking lot and lawn area and lawn, tree and shrub maintenance.
- Assure that all customers are treated courteously and with dignity and respect.
- Address 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. Develop and maintain work order records regarding time spent and materials used for specific jobs. Provide status reports including the status of work projects, materials used, and hours spent performing labor to supervisor.
- Refurbish vacant units in a timely manner. Performs and completes a variety of carpentry tasks with quality workmanship to maintain or repair facilities; this includes but is not limited to, measuring and marking materials; repairing and replacing floors, roofs, wall sidings, doors; installing partitions, walls, carpets, and doors.
- 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 team in a timely manner. Maintain an undated inventory of supplies and equipment.
- Inspect and maintain rental properties. 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.
- 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. Work with tenants to ensure that the exterior of houses and yards are kept neat and clean.
- Perform spot checks on equipment to ensure proper working condition; service tools and equipment as needed and returns damaged items for repair or replacement.
- Ensure compliance with federal regulations, policies, and laws regarding construction, repairs, and proper environmental protection, hazardous waste disposal, or use of chemical substances.
- Follow standard safety precautions; adhere to operators' instructions when using power tools; wear recommended protective equipment such as goggles, hearing protectors, and/or work gloves as appropriate.

- Safely and efficiently operates a variety of power and hand tools to complete jobs accurately and to specifications; such tools may include hammers, saws, drills, planers, and mortising machines. Protect furnishings, equipment, and other property during carpentry repairs by properly covering or removing items.
- 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 dictates. Carry personal cell phone 24/7, except when on vacation or on-call coverage is covered by other employees.

Other Expectations

- Assist residents with referrals to other Lacasa services, including the Tenant Resource Navigator.
- Comply fully with training and continuing education requirements as directed by supervisor.
- Participate in staff meetings and Annual Meeting.
- Participate in community, professional meetings and training events as directed by supervisor.
- Immediately notify supervisor of any personal injury, property damage, etc.
- Other duties as assigned by supervisor.

Qualifications

Experience

- Three or more years of rental maintenance and experience in construction carpentry, basic electrical, plumbing, and heating maintenance. HVAC certification preferred. A combination of other experience that has provided the necessary knowledge and skills to fulfill the requirements of this position may be considered, which includes exercise of initiative, attention to detail, and independent judgment.
- Multi-cultural experience preferred.

Required Skills/Abilities

- Thorough understanding of carpentry tools, techniques, and terminology.
- Ability to supervise volunteers and contracted labor.
- Must have basic roofing skills with the ability to climb and work off of ladders.
- Good understanding of basic mathematics.
- Ability to understand and follow simple oral and written directions.
- Ability to handle sensitive and confidential data with integrity.
- Good verbal and written communication skills; able to communicate complex ideas simply and succinctly.
- Attention to detail and highly organized, flexibility in adjusting to shifting priorities.
- Ability to relate graciously with the public in stressful environments and effectively work with persons from a broad range of social, economic, cultural, and professional backgrounds.

Performance Factors

- Respect for others and for Lacasa's mission and core values: **Respect Human Dignity, Work Together, Pursue Excellence, Build to Last.**
- Excellent verbal communication.

- Attention to detail to ensure that all jobs are completed in an exemplary manner and any potential hazards or warning signs of problems are not overlooked.
- Problem-solving and solution-driven mindset.
- Collaborative and approachable. Interpersonal skills to interact with employees and residents of Lacasa's units in a pleasant manner.
- High quality of work.
- Ability to work independently and manage time effectively.
- Reflects a positive image to staff, tenants, and community.

Working Conditions

- Able to communicate and exchange information daily.
- Physical stamina to perform manual labor for 8 hours per day; able to lift a burden of at least 50 lbs.
- Prolonged periods standing, bending, stooping, and reaching.
- Some weekends and evenings may be required. Will work in a variety of environments and weather.
- Local travel required. Must provide a personal vehicle with adequate vehicle liability insurance, vehicle capable of transporting basic tools and supplies to/from job sites. Must have valid driver's license and maintain adequate vehicle insurance.
- Must provide basic hand tools.
- Must provide and carry a personal cell phone during work hours for communication with office personnel and vendors. Will receive cell phone reimbursement as per Lacasa policy.

Applicant/Employee Signature

Date

Hiring Manager/Supervisor Signature

Date

This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Don't meet every single qualification? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every qualification. At Lacasa we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways and let us know why you may be just the right candidate for this role.