



**JOB TITLE:** Lead Maintenance Technician

**EMPLOYER:** ReBUILD Metro, Inc.

**DEPARTMENT:** Property Management

**REPORTS TO:** Property Manager

**EFFECTIVE DATE:** 10/5/2022

**MISSION:** The mission of ReBUILD Metro is to restore the history and prosperity of neighborhoods by rebuilding homes and fostering enduring community relationships. We work to ensure that everyone in the communities we serve has a decent and affordable home in a stable and safe environment.

**SUMMARY:** Maintaining and repairing physical structures of buildings and property grounds.

**DUTIES AND RESPONSIBILITIES:**

**Management**

- Manages database of Work Orders (Yardi) in collaboration with the Property Manager.
- Ascertaines the scope of work required to maintain the rental suitability of company property and sustain customer service standards of ReBUILD Metro.
- Utilizing assigned budget and ReBUILD Metro procurement protocols, purchases materials for the completion of work orders or capital projects.
- Track material stock and orders
- Work in collaboration with the Asset Management function of ReBUILD Metro (COO, Assistant Asset Manager, Property Manager) to identify and implement capital improvements necessary to support ReBUILD Metro mission-related and financial objectives.
- Supervises implementation of approved and assigned capital projects to ensure completion standards (time, material, quality, etc.) of either ReBUILD Metro maintenance personnel or third-party vendors.
- Ensures cost controls consistent with ReBUILD Metro procurement policies through competitive bidding processes, receiving materials or contracted services, and approves invoices for payment.
- In collaboration with Asset Management, recommends allocation of capital projects to either ReBUILD Metro In-house Maintenance Team or third-party vendors.
- Appropriately assign, schedule, and supervise ReBUILD Metro maintenance personnel to ensure timely completion of all work orders and approved capital projects
- Consistently use successful techniques and company directives to orient and train new personnel.
- Ensures efficiency of staff through ongoing training, instruction, counselling, and leadership.
- Documents appropriately and communicates personnel issues to Chief Operations Officer, Human Resources, and direct supervisor.
- Collaborates with Asset Management to ensure properties adhere to annual lead certification and state agency audit standards.
- Expands throughput on workorders and approved capital projects by self-performing maintenance work as necessary



## **Administrative**

- Prepares and/or implements procedures and systems within company guidelines to ensure orderly, efficient workflow.
- Ensures all administrative paperwork is accurate, complete and submitted on a timely basis.
- Leads emergency team for community. Ensure proper response and handling of all community emergencies with staff, residents, properties, etc. within company guidelines to minimize liabilities (i.e., fires, floods, freezes, etc.).

## **Safety**

- Learn and ensure compliance with all company, local, state and federal safety rules.
- Ensure that unsafe conditions are corrected in a timely manner.
- Performs other related duties as assigned by management.

## **Maintenance**

- Cuts grass and trims weeds on organization's property.
- Digs flower beds and plants flowers.
- Constructs decorative flower garden borders from wood.
- Cleans internal areas of buildings, including buffing, dusting, sweeping, and mopping.
- Cleans appliances.
- Washes windows.
- Empties trash cans and consolidates trash for weekly pickup.
- Paints interior and exterior walls and trim.
- Repairs parking lot and sidewalks with asphalt, cold patching materials, and concrete.
- Operates snow removal equipment to maintain parking lots and sidewalks.
- Maintains and repairs buildings' plumbing and electrical systems, including replacing worn or defective parts such as switches and fuses.
- Maintains and repairs appliances and HVAC equipment.
- Repairs or replaces building brick, stone, and concrete.
- Maintains and repairs wood parts of buildings.
- Replaces worn or damaged parts such as hoses, wiring, and belts, in machines and equipment such as truck, street sweeper, and riding mower.
- Travels to pick up supplies
- Assists other departments with moving furniture and unloading and storing supplies.
- Performs other related duties as assigned by management.

## **SUPERVISORY RESPONSIBILITIES:**

- This job has supervisory responsibilities.
- Indirectly supervises two employees within the Property Management department.
- Carries out supervisory responsibilities in accordance with organization policies and applicable laws.
- Responsibilities include interviewing and training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

## **QUALIFICATIONS:**

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- 5+ years of experience in property management.
- Demonstrated ability to plan and prioritize tasks in a self-directed work environment and maintain high levels of productivity without direct supervision.
- Able to work in a team environment and take direction.

- Able to stand and exert fast-paced mobility for entire shift.
- Able to maintain balance, lift, bend, kneel, stoop, and wipe.
- Strong knowledge of residential buildings, interior and exterior.
- Must have competent skills using a variety of tools.
- Detail oriented.
- Outstanding communication skills, both written and verbal
- Computer skills required: Word Processing Software (Word); Electronic Mail Software (Outlook)
- Must have a vehicle and valid driver's license

### COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment- free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continually required to stand
- Continually required to walk
- Frequently required to sit
- Continually required to utilize hand and finger dexterity
- Continually required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Continually utilize visual acuity to operate equipment, read technical information
- Continually required to lift/push/carry items more than 50 pounds
- Continually exposure to outside weather conditions
- Continually exposure to extreme heat or cold (non-weather)
- While performing the duties of this job, the noise level in the work environment is usually moderate

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*