



JOB DESCRIPTION

JOB TITLE: Maintenance Technician

EMPLOYER: ReBuild Metro, Inc.

DEPARTMENT: Property Management

REPORTS TO: Maintenance Supervisor

EFFECTIVE DATE: 4/1/2025

MISSION: ReBuild Metro, Inc. is a nonprofit community development organization dedicated to rebuilding abandoned houses, restoring whole blocks, and revitalizing neighborhoods to create and preserving mixed income housing and community spaces that elevate individuals and neighborhoods without displacing existing residents. Our comprehensive "whole blocks" approach fosters economic opportunity and creates stable and sustainable communities.

SUMMARY: The Maintenance Technician is responsible for performing routine and emergency maintenance tasks to ensure the safety, functionality, and aesthetic appeal of our affordable housing properties. This role emphasizes expertise in plumbing and electrical systems, contributing to the overall goal of providing residents with a safe and comfortable living environment.

DUTIES AND RESPONSIBILITIES:

- **Plumbing Maintenance and Repairs:**
 - Install, repair, and maintain plumbing systems, including pipes, fixtures, and appliances such as faucets, toilets, and water heaters.
 - Address common issues like leaks, clogs, and water pressure problems promptly to prevent property damage and ensure resident satisfaction.
- **Electrical Maintenance and Repairs:**
 - Perform inspections, troubleshooting, and repairs on electrical systems, including wiring, outlets, switches, and lighting fixtures.
 - Ensure all electrical work complies with local safety regulations and building codes to maintain a safe living environment.
- **Preventive Maintenance:**
 - Conduct regular inspections of building systems to identify and address potential issues before they escalate.
 - Maintain accurate records of maintenance activities and repairs, ensuring compliance with organizational policies and procedures.

- **General Maintenance Support:**
 - Assist with HVAC system maintenance and repairs as needed, supporting the Maintenance Supervisor.
 - Perform basic carpentry, painting, and other general maintenance tasks to uphold property standards.
- **Emergency Response:**
 - Respond promptly to emergency maintenance requests, including after-hours situations, to ensure resident safety and comfort.
 - Participate in an on-call rotation as required to provide continuous maintenance support.
- **Collaboration and Communication:**
 - Work closely with the Maintenance Supervisor and other team members to prioritize and complete work orders efficiently.
 - Interact professionally with residents, addressing their maintenance concerns and providing updates on work order status.

SUPERVISORY RESPONSIBILITIES:

- This job does not have supervisory responsibilities.

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.
- 3+ years of experience in maintenance roles, with a focus on plumbing and electrical systems, preferably in a residential or affordable housing setting.
- Valid plumbing and electrical certifications are highly desirable.
- Strong knowledge of plumbing and electrical systems, including installation, maintenance, and repair techniques.
- Ability to read and interpret technical manuals, blueprints, and schematics.
- Excellent problem-solving skills and attention to detail.
- Effective communication and interpersonal skills, with a commitment to providing excellent customer service.
- Demonstrated ability to plan and prioritize tasks in a self-directed work environment as needed and maintain high levels of productivity without direct supervision at all times.
- Able to work in a team environment and take direction.
- Able to stand and exert fast-paced mobility for entire shift.
- Comfortable working in various environmental conditions, including confined spaces and heights.
- Ability to lift up to 50 pounds and perform physically demanding tasks including to maintain balance, lift, bend, kneel, stoop, and wipe.
- Must have competent skills using a variety of tools.
- 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.

SALARY & BENEFITS:

ReBuild Metro provides a comprehensive benefits package including Medical, Dental, Vision, Life Insurance, 401(k) with company match, eleven (11) paid holidays and Paid Time Off (PTO).

HOW TO APPLY:

Submit a resume and cover letter to recruitment@rebuildmetro.com.