

## JOB DESCRIPTION

**Job Title: Maintenance Technician**

**Supervisor: Lead Maintenance Technician**

**Job Statement:**

Under the general supervision of the Lead Maintenance Technician this position is responsible for the site maintenance of the property under their jurisdiction. This position supports the mission of the Housing Authority by providing high quality residential maintenance and customer service so that tenants are assured safe, quality and decent living conditions. This is done by following HUD and Housing Authority policies and procedures and working collaboratively with the Property Manager, Housing Authority staff, vendors, community partners and others to coordinate essential functions. Performs other duties as directed within the classification.

**Job Description:**

This position of Maintenance Technician is given the following responsibilities for the following duties. These duties include but are not limited to:

**Property Maintenance and Equipment**

1. Maintain, repair and upgrade properties to assure marketability and safety.
2. Submit paperwork and appropriate documentation on a daily basis to Maintenance Director.
3. Complete work orders and have resident sign completed work order in a timely and professional manner.
4. Assist Maintenance Director with procuring and overseeing contract work to assure HUD regulations and agency standards are met.
5. Maintain accurate inventory account and records.
6. Remain familiar with HUD policies, Housing Authority procedures and local ordinances as they relate to the properties you oversee.
7. Assure grounds are well kept. This includes removal of trash, mowing, fence repair, sprinklers and snow removal.
8. Assure vacancy preparation of units is complete in a through and timely manner.
9. Work with vendors to assure work is completed according to standards.
10. Proactively address repairs.
11. Complete repairs, maintenance and upkeep including but not limited to:
  - \*Cement \*Floor Repairs \*Mechanical \*Roofs \*Cleaning \*Furnaces
  - \*Painting \*Screens Doors \*Lighting \*Paving \*Structural \*Electrical
  - \*Locks \*Plumbing \*Windows
12. Assist other Housing Authority owned properties with technical support and maintenance, as needed.
13. Maintain agency vehicle. This includes annual inspections, regular service, oil change and regular cleaning.

### **Customer Service**

1. Provide excellent customer service to tenants and housing staff by consistently completing work orders and explaining work orders, fees and other issues.
2. Maintain a professional relationship with tenants.
3. Treat all tenants in a respectful non-judgmental manner.
4. Respond to work orders, calls and other inquiries in a timely and responsive manner.
5. Maintain paperwork, as required.

### **Team Work**

1. Attend and actively participate in all staff meetings and trainings.
2. Support Housing Authority co-workers as a team to accomplish department and agency goals.
3. Participate in Housing Authority activities and committees as needed or desired.

### **Provide Emergency On-Call and Emergency Call Assignments**

1. Provide scheduled on-call 24-hour coverage, as assigned.
2. Provide snow removal, as assigned.

### **JOB REQUIREMENTS:**

- High school diploma or equivalent.
- Must have at least two years paid experience in related fields of construction or maintenance.
- A valid Illinois Driver's License, as well as good driving record and good driving habits.
- Must provide productive competence in the majority of the above listed skills.
- Self-starter, adaptable, and good communicative skills.
- Demonstrated ability to communicate with elderly, individuals with disabilities and low-income individuals and families.
- Flexible and cooperative to accommodate job demands.
- Approach problems proactively with solution focus.
- Keep Management and Property Manager informed of work issues and incidents.
- Must be prompt and dependable.
- Able to communicate effectively and solve problems related to property upkeep, work completion, tenants, Property Manager and Maintenance Director.
- Able to work with minimum day to day supervision.
  - Ability to lift up to 50 lbs
  - Ability to climb ladders and work at elevated levels
  - Ability to use and experience in using hand and power tools

### **KNOWLEDGE OF:**

- Housing structure, plumbing, electrical, heating, lighting, lawn care and industry standard.

An official GMAHA Employment Application must be completed and a resume submitted. GMAHA is an equal opportunity employer and adheres to Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities.

Criminal background and driving record check must be completed before hire.

**Starting Salary: \$16.95 plus benefits (Salary Non-Exempt)**

**Accepting Applications until COB 9/23/2021**

**Original application copies can be picked up /mailed or dropped off at Greater Metropolitan Area Housing Authority's main office located at: 621 17<sup>th</sup> Avenue, East Moline, IL. 61244.**