



Summary

Job Title
Maintenance Technician

Department
Properties

General Statement of Duties:

The Maintenance Technician position, under the supervision of the Director of Facilities and Properties, is responsible for the maintenance of Community Rebuilders owned rental properties and the facilities upkeep and maintenance of the office.

Key responsibilities include property maintenance, preventative maintenance, maintenance work orders, continuous improvement of equipment and facilities, facility safety systems, grounds work and assisting with other tasks as assigned.

Classification Summary:

Full-Time, Hourly Non-Exempt

Primary responsibilities and job performance of the Maintenance Technician are completed in and around the rental properties owned and located throughout the city of Grand Rapids. This position requires the ability to lift moderately heavy objects, climb ladders, perform duties requiring extensive maneuverability and normal strength. Work is performed in all weather and temperature conditions.

Key Responsibilities

RESULTS

Quality of Maintenance Work Responsibilities	20%
Accurately diagnoses and solves problems with cost effective, long-term solutions	
Displays a strong, consistent effort in completing work	
Maintenance Customer Service Responsibilities	20%
Completes maintenance service requests in a timely manner	
Quickly and correctly identifies the issue or problem behind the service request	
Recommends and implements the most efficient solution to address the maintenance issue	
General Maintenance Responsibilities	15%
Performs maintenance work on residential properties, including performing electrical, HVAC, plumbing, and other related tasks within their scope of expertise	
Performs maintenance work on equipment and systems	
Assists with grounds work and assists staff with other tasks, when required	

Preventative Maintenance Responsibilities	15%
Performs preventative maintenance according to schedule for facility, properties and equipment	
Makes recommendations for changes in maintenance procedures to proactively address recurring issues	
Routinely inspects facilities to ensure any potential concerns are caught in advance	
Safety and Security Responsibilities	15%
Ensures compliance with all company, local, city, state and federal guidelines	
Maintains accurate, detailed and timely maintenance records for all activities	
Assists in keeping Community Rebuilders' properties and facilities safe, clean and organized.	
Process Improvement Responsibilities	15%
Identifies opportunities for process improvement and cost reduction in the maintenance of equipment, properties and facility	
Assists with the implementation of process improvement initiatives	
Other duties as assigned	
Total	100%
CORE VALUES	
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Respecting Human Dignity/Decision Making	7%
Demonstrates fairness and impartiality	
Listens appropriately when customers describe their needs	
Asks appropriate questions when determining customer needs	
Meets consumers where they are recognizing their strengths and natural supports	
Integrity and Honesty	7%
Exhibits good decision making skills	
Able to admit mistakes and learn from them	
Exhibits honesty and integrity	
Specific Competency	7%
Sets and monitors goals in line with organizational objectives	
Provides customer service that meets customer needs	
Includes appropriate personnel and resources when making decisions	
Effectively establishes budgets / functions within budget constraints	
Service and Confidentiality	7%
Makes appropriate resources available and makes them accessible	
Works cooperatively and maintains good relations with others	
Able to share valuable information about the community and our program and services	
Demonstrates ability to respect and maintain customer confidentiality	
Accountability	6%
Honors commitments	
Able to admit mistakes and learn from them	
Accepts responsibility for actions	
Accepts responsibility for mistakes	
Building on Strengths/Flexibility	6%
Adapts well to change	
Adapts behavior or work methods in response to new information or obstacles	
Skilled at negotiations to find mutually acceptable solutions	
Recognizes and utilizes the strengths of co-workers and consumers	

Attention to Details	6%
<ul style="list-style-type: none"> Demonstrates accuracy and attention to details Completes assignments on-time and in alignment with specifications/directions Looks for ways to improve and promote quality 	
Interpersonal Skills	6%
<ul style="list-style-type: none"> Exhibits good listening skills Demonstrates fairness and impartiality Demonstrates a positive attitude Develops and maintains effective relationships with others 	
Proficiency	6%
<ul style="list-style-type: none"> Completes assignments on-time and in alignment with specifications/directions Uses appropriate procedures to complete assigned tasks Sets and monitors goals in line with organizational objectives 	
Creative Thinking/Initiative	6%
<ul style="list-style-type: none"> Thinks out of the box Looks for new solutions to old or recurring problems Proactively improves work processes and techniques Proactively shares ideas and suggestions Seeks opportunities for self development 	
Communication	6%
<ul style="list-style-type: none"> Communicates clearly (verbal and written) Responds to customer requests in a timely manner Seeks to clarify unclear or vague instructions Verbal communication is appropriate and acceptable Written communication is appropriate and acceptable 	
Self-Management	6%
<ul style="list-style-type: none"> Requires minimal supervision Anticipates problems and addresses needs before crisis situations develop Follows through on commitments Considers long and short-term outcomes when making decisions Thinks in a strategic manner Uses sound logic when making decisions Demonstrates self confidence 	
Stress Tolerance	6%
<ul style="list-style-type: none"> Shows poise in difficult situations Maintains personal control in trying situations Actions and reactions are calm and purposeful 	
Team Work	6%
<ul style="list-style-type: none"> Works cooperatively and maintains good relations with others Works cooperatively in group/team environments Creates environment that allows people to be successful Works well in group problem solving situations Displays understanding of how their job impacts and relates to co-workers 	

Planning and Evaluating	6%
<ul style="list-style-type: none"> Able to determine short and long term goals and strategies to achieve them Acquires appropriate information before making decisions Works to resolve problems before they increase in severity Maintains an appropriate level of organization Demonstrates effective use of time Demonstrates planning and resource deployment skills 	
Vision/Mission	6%
<ul style="list-style-type: none"> Demonstrates a clear understanding of the company's mission statement and values Places organizational goals above personal and departmental objectives 	
Total	100%

Requirements

Required Minimum Qualifications

High School Diploma

Valid Michigan Drivers License

Broad knowledge of electrical systems, HVAC, plumbing and various equipment

Relevant experience in a maintenance role

Track record of quality work

Strong communication skills to interact with team

Proven ability to recommend process or efficiency improvements

Demonstrated ability providing good customer service

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Essential Physical duties

Sufficient clarity of speech and hearing or other communication abilities, with or without reasonable accommodation, which permits the employee to communicate effectively, hear within the normal range of conversations, and carry on telephone communication;

Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials at arm's length or less (distinguish letters and numbers), to see in detail objects or printed material at greater than arms length and perform inspections of tenant housing;

Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment;

Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to bend or stoop, repeatedly, sit or stand for long periods of time, and lift at least 50 pounds and occasionally lift and or move up to 75 pounds.