

Maintenance Technician

Job Summary: This position is responsible for maintaining the overall physical condition of the Community according to HNN operating and safety standards.

Essential Duties and Responsibilities

1. Complete prioritized work orders efficiently and thoroughly.
 - a. Ensure all make-readies are completed within 10 days of an apartment home being vacated.
 - b. Ensure all service requests are completed within 24 hours.
 - c. Ensure all emergency service requests are completed immediately.
2. Prepare the inventory of equipment, tools and supplies.
3. Assist in regular inspections of the community and units to ensure HNN required standards.
4. Notify the Maintenance Supervisor of maintenance problems and recommended solutions.
5. Communicate with the Maintenance Supervisor to report on status of all scheduled work.
6. Assist in move-in and move-out procedures.
7. Work professionally with contractors and vendors.
8. Uphold good security practices including but not limited to key control access and video monitoring.
9. Keep current on the condition of all vacant apartments.
10. Assist in keeping workshop(s) and/or utility room(s) clean, orderly and safe.
11. Maintain a strong commitment to outstanding customer service.
12. Present a professional, efficient approach to remedy any customer complaints and handle service requests with appropriate documentation.
13. Ensure all locks are re-keyed after a resident move out.
14. Maintain warranty paperwork for appliances, etc.
15. Responsible for accurate data entry in company's software applications when necessary.
16. Collaborate with other on-site personnel in preparation for and attend community/resident functions.
17. Assist in all aspects of the community's maintenance, including but not limited to public lighting, clearing gutters and downspouts, grounds, pool, custodial (parking areas, sidewalk, alleyways, hallways and common areas), servicing appliances, equipment, plumbing, electrical, painting, preventive, corrective, deferred and emergency maintenance.
18. Maintain a professional attitude at all times.
19. Wear appropriate uniform, safety and protective equipment at all times.
20. Maintain high ethical standards in all matters.
21. Understand HNN operation guidelines and properly document all injuries/incidents and report them to your supervisor.
22. Establish and maintain a good working relationship of harmony and instill the BE ONE TEAM value with all personnel.
23. Attend webinars, in person training and online training as communicated by your Maintenance Supervisor, HR or any other corporate designee.
24. Must be able to work at a fast pace, perform duties while under pressure, stay organized and meet deadlines in a timely manner.

Knowledge, Skills and Abilities

1. Knowledge of Federal Fair Housing and other applicable local, state or federal regulations.
2. Familiarity with WA state tenant landlord law (RCW 59.18).
3. Must be organized, adhere to due dates and be professional and able to work well with others.
4. Working knowledge of electricity, pool, plumbing, carpentry, landscaping/grounds, painting and refurbishing.
5. Familiarity with HVAC system and various appliances.
6. Knowledge of power, water, and gas turnoffs, clean-out traps, storm systems, fire and lawn sprinkler systems, fire extinguishers and fire hydrants.
7. Confidentiality in regards to information and situations.

Qualifications

1. Prefer relevant professional certifications. Relevant specialized training completed in non-certificate programs may be considered in lieu of professional certifications.
2. Prefer two years of industry experience and/or one year of experience as a Maintenance Technician.
3. Self-motivating with a high level of positive energy.
4. Successful completion of background check and drug screen is required.
5. Must have at least a high school diploma/GED.
6. Must be able to speak, read and write English in a manner sufficient to carry out the duties.
7. Must be legally qualified to work in the U.S. meeting I-9 guidelines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, see, talk and hear. The employee is occasionally required to stand; walk; use hands and fingers; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment

1. Flexibility to travel to different locations as needed.
2. Valid driver's license/valid insurance.
3. Flexibility to work evenings and weekends as needed and/or respond to on-call emergencies.

Other Duties

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the company.

AAP/EEO Statement

HNN provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

HNN Accountability

To your Maintenance Supervisor, Community Manager, Philip Nored, Jack Hunden and Tom Neubauer as owner representatives and to our entire team – each individual is accountable for everyone else.

Signatures

This job description has been approved by management:

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position:

Employee _____ Date _____