

# **Service I**

## **Job Functions**

The Service I reports to the Site/Property Manager. This is an entry-to-mid level maintenance position responsible for assisting in the maintenance, repair, and upkeep of Authority-owned and/or managed properties. The Service I may work independently or as part of a maintenance team and may assist in providing guidance to lower-level maintenance personnel when directed.

Strong organizational and time management skills are required, as this position handles multiple service requests, preventative maintenance tasks, and property upkeep responsibilities. The Service I must have a proactive attitude and the ability to complete assigned work orders in a timely and professional manner.

This position requires the ability to communicate effectively with residents, management, and other staff members. The Service I must be able to receive direction, provide updates on work progress, and respond to maintenance-related concerns in a professional manner.

The Service I must maintain awareness of property conditions at assigned developments and identify maintenance needs. This position also requires the ability to read and understand maintenance manuals, safety procedures, work orders, and Authority policies and procedures.

---

## **Compensation and Benefits**

This is a full-time position requiring 40 hours per week and may occasionally include additional weekend, evening, or overtime hours.

Benefits may include, but are not limited to:

401(k), Health insurance, Life insurance, Dental insurance, Paid vacation, Paid holidays

---

## **Contact Information**

1. Director of Development
2. Director of Operations – if no resolution is obtained from the Director of Development
3. Executive Director – if no resolution is obtained from the Director of Operations

All points of contact must be submitted in writing, and a reasonable amount of time must be allowed between management contacts.

---

## Requirements

- Maintain professional and courteous interaction with residents and staff
- Complete assigned work orders in a timely manner
- Assist with preventative maintenance schedules
- Maintain cleanliness of grounds, buildings, and common areas
- Operate maintenance equipment safely and properly
- Maintain knowledge of basic maintenance practices including plumbing, electrical, HVAC, and carpentry
- Maintain knowledge of safety procedures and OSHA guidelines
- Use computer systems to open and close work orders
- Maintain accurate records of work performed and materials used
- Follow all Authority policies and procedures
- Maintain confidentiality regarding Authority operations and resident information
- Participate in required maintenance and safety training
- Maintain knowledge of Authority developments and assigned properties
- Work cooperatively with other maintenance staff and management

---

## Duties

- Perform routine and preventative maintenance on Authority properties
- HVAC maintenance including filter changes and basic repairs
- Unclog drains and sewer lines
- Repair plumbing fixtures including sinks, toilets, valves, and piping
- Repair and install doors, windows, screens, locks, and hardware
- Patch and repair drywall and other wall surfaces
- Prepare and paint interior and exterior surfaces
- Repair and replace flooring, trim, and cabinetry
- Repair or replace light fixtures, switches, outlets, and breakers
- Repair appliances including stoves and refrigerators
- Perform general grounds work including mowing, trimming, and trash removal
- Assist with snow removal and ice control when required
- Eliminate household pests or report infestations to management
- Assist with vacancy preparation including cleaning and repairs
- Maintain tools and equipment in good working condition
- Operate Authority vehicles as assigned
- Assist with inspections of units and property grounds
- Emergency on call after hours, weekends and holiday's
- Respond to maintenance emergencies during working hours
- Assist with inventory and supply tracking

- Travel between developments as required
  - Perform other duties as assigned
- 

## Other Requirements

Applicants must:

- Pass a criminal background check or investigation if required
- Pass an initial drug test and submit to random testing per Authority policy
- Possess a valid driver's license
- Maintain valid automobile insurance
- Be bondable
- Be able to lift heavy materials and perform physical labor
- Be flexible with working hours including occasional evening and weekend work
- Maintain a neat and professional appearance appropriate for maintenance staff
- Follow all safety rules and regulations
- Be available for emergency maintenance calls as required

New hires will receive performance reviews at 30, 60, and 90 days from the start of employment. Reviews may be extended for an additional six (6) months with good cause.

---

## Educational Requirements

- High School Diploma or GED required
    - Four (4) years of maintenance experience preferred, or equivalent training
    - Basic knowledge of plumbing, electrical, HVAC, and carpentry preferred
    - Must complete required Authority maintenance training
    - Additional certifications may be required including:
      - HVAC training
      - Pest control certification
      - Safety training
      - Fair Housing training
      - Other training as required by management
- 

## Disclaimer

The duties and responsibilities described above are not intended to be an exhaustive list. Job duties may be modified, added, or removed at any time during employment.