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| **JOB TITL**E | Maintenance Technician II | **JOB LEVEL:** |  |

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| **PURPOSE / MISSION (Job Summary)** |
| The Maintenance Technician is responsible for maintaining properties in safe, attractive, comfortable condition for all residents. |

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| DIMENSIONS | |
| **Reports to:** | Maintenance Supervisor |
| **Division/Department:** | Facilities |
| **Leadership / Supervisory Responsibility (i.e., # of employees supervising & job title(s) of direct reports):** | N/A |
| **Level:** | Click or tap here to enter text. |

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| ESSENTIAL FUNCTIONS(In order of importance, indicate the essential functions of the position and the percentage of time dedicated to each function.) | | |
| Importance | Major Action and Support Actions | **% of Time**  **(must equal 100%)** |
| **1.** | Maintain/repair properties per the completion of work orders in a safe, timely manner while following company policies and procedures at all times, as assigned by supervisor; ensures resident and/or company possessions are protected and all work areas are cleaned thoroughly when work is completed. | 25% |
| **2.** | Assist with the installation and maintenance of HVAC, plumbing, electrical systems and appliances. | 25% |
| **3.** | Observe condition of units when completing work orders and check for water leaks and smoke detector operation. Make note of any unusual circumstances, e.g., size and number of pets. Report all needed repairs to Maintenance Supervisor. | 10% |
| **4.** | Install/assist with installation of sheet rock, tile, framing/hanging of doors, etc. | 10% |
| **5.** | Perform miscellaneous repairs as needed; e.g., hanging towel bars, installing locks, smoke detectors, clearing gutters and main spouts etc. | 10% |
| **6.** | If applicable, responsible for fire certification process, PBA (Pennsylvania Builders Association) inspections, keys and locks, lock outs associated with evictions, and managing owned washers and dryers for entire portfolio. | 5% |
| **7.** | Responsible for condition, upcoming inspections, registration and insurance card lapses for assigned maintenance vehicles/vans (notify Purchasing/Supply coordinator) when applicable. | 5% |
| **8.** | Assist in maintaining inventory of equipment and supplies. | 5% |
| **9.** | All other request, as required. | 5% |

**DECISION-MAKING:** What type of decisions does this job regularly make?

Select one by clicking the most appropriate box.

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| Strategic | Decisions affect the long-term direction and policy of the entire company. These decisions affect the short-term and long-term performance of Mission First. Strategic decisions are high-risk because their outcomes are largely unknown and have a huge impact. These types of decisions are usually made at the top level of a company. Examples are: new services, acquisitions. |
| Tactical | Decisions focus on intermediate-term issues. The purpose of decisions made at this level is to help move Mission First closer to reaching the strategic goal. Outcomes are predictable. After a decision is made by Top Management or Board of Directors, the next phase is to take the steps needed to implement it. Examples are: The amount of money required to implement, which advertising agency to promote a new service or to provide an incentive plan to employees to encourage increased revenue. |
| Operational | Decisions focus on day-to-day activities within the company. Decisions made at this level help to ensure that daily activities proceed smoothly and therefore help to move the company toward reaching strategic goals. They have short term consequences. Examples are: Handling employee conflicts, purchasing materials needed for operations. |
| Standard | These decisions are those that are repetitive decisions on a recurring basis and are commonly related to daily activities. They are relatively simple, relying on historical data and previous solutions. Examples are: reordering of standard office supplies, handling transactions and handling a step in a property management or property development process. |

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| **QUALIFICATIONS (including competencies, skills, knowledge, certifications)**  (List the MINIMUM qualifications required to perform the essential functions of the position.) | | | |
| **Criteria** | | **Aspect** | **Description** |
| **Profile / Qualifications** | Minimum education | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Please note that equivalent years of relevant Exempt work experience may be considered in lieu of a degree. |
| Discipline/Major | | Click or tap here to enter text. |
| Additional/Preferred education and Certifications | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Technical school beyond high school preferred. |
| Years and Area of Professional experience (required) | | Minimum 1-3 years full-time direct hands-on maintenance employment required. |
| Additional experience  (optional) | | Click or tap here to enter text. |
| Critical Professional related Technical Skills; Computer Skills | | Working knowledge of building systems including carpentry, roofing and appliances; good safety habits; good verbal communication skills; good problem-solving skills; ability to interact with a wide variety of people. Ability work independently and handle moderately complex assignments. |
| Other requirements | | Ability to read, write and do basic mathematics. |

**Working Conditions**

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| Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery) | Licensed to drive a motor vehicle; access to an insured motor vehicle in good working condition that will be driven daily for the job (where applicable); possess own tools (when required), ability to be on call after hours including nights, weekends and holidays as needed. |
| Physical (e.g., lifting-physical strain) | Ability to a climb ladder extending to roof; ability to bend, kneel, and stretch as needed to perform duties; ability to move furniture, appliances and equipment as needed. |

**To Be Completed by Human Resources**

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| **APPROVAL DATE** | Click or tap here to enter text. |
| **APPROVED/CONTROLLED BY** | Click or tap here to enter text. |
| **FLSA STATUS** | Choose an item. |
| **PAY LEVEL** | Click or tap here to enter text. |
| **EEO CODE** | Click or tap here to enter text. |