

Maintenance Technician

The Housing Authority of the City of Wilmington is accepting applications for Maintenance Technicians. Applicants must submit a letter of interest, current resume and three references to **MAINTENANCE TECHNICIAN SEARCH**, Attention: Human Resources Department, PO Box 899, Wilmington, NC 28402 or email to jobs@wha.net. Positions open until filled.

GENERAL STATEMENT OF THE POSITION

As a member of the Wilmington Housing Authority (WHA) Maintenance team, this position will be directly responsible for the physical condition and appearance to the assigned apartment community. Organize, coordinate and manage the overall maintenance programs including; interior and exterior property appearance, preventative maintenance, quality make-ready program, and cost effective inventory control of the property.

SKILLS, KNOWLEDGE & PERSONAL CHARACTERISTICS:

General apartment maintenance experience, knowledge of appliance repair, light carpentry, plumbing and electrical knowledge, knowledge of safety procedures, safety Conscious, steady and dependable, ability to work with pressure of deadlines, and ability to flex work schedule to accommodate after hour and weekend emergencies. Previous experience in at least three of the following: Heating/AC repair, plumbing, appliance repair, carpentry, and general maintenance repairs.

MAJOR DUTIES AND RESPONSIBILITIES:

Duties include, but are not limited to:

- 1) Diagnose and perform minor and routine maintenance/repair in a timely and professional manner. Assure all service requests are completed on a daily basis. Accurately document work performed on service request, including parts and return to Supervisor by end of day. Complete renewal service requests in the same timely fashion. Follow-up on completed service requests to ensure satisfaction. Follow-up on incomplete service requests.
- 2) Promote good public relations with residents, co-workers, and company staff through great "people" attitude and resident trust. Always display a friendly and courteous attitude towards residents and other employees.
- 3) Inspect vacated apartments and complete make-ready checklist. Inform site manager of needed services and repairs. Routinely perform duties to restore apartments to "make-ready" status. Re-inspect vacant apartments after make-ready has been completed to determine quality of work performed. Ensure that make ready units are available and that the products are up to Company standards. Coordinate status of make-readies with leasing staff.
- 4) Complete special projects as may be assigned and prioritized by the On-site manager.
- 5) Inspect exterior of the property. Perform building and common area upkeep on a daily basis in accordance with company standards. Assist in keeping grounds neat and free of litter.
- 6) Assist with the tenant improvements as required. Ensure vacant units are "trashed-out" within 24 hours of move-out.
- 7) Complete or oversee the completion of preventative maintenance. Maintain accurate records and provide resident training as required.

8) Order parts and supplies and maintain inventory, utilizing inventory system. Maintain shop appearance to standards to facilitate quick assessment of supply inventory. Maintain proper equipment and equipment inventory to ensure warranty compliance.

9) Work with our Procurement department on obtaining bids and negotiate prices, as necessary, with vendors and contractors. Coordinate delivery and work schedules with vendors, contractors and On-site Manager.

10) Perform effective emergency maintenance (after hours) as required.

11) Coordinate maintenance objectives with the On-site Manager daily.

12) Perform, and report on, all work according to the safety standards of the company, OSHA and health codes. Perform work area clean-up on a weekly basis.

ORGANIZATIONAL RELATIONSHIPS:

Reports directly to the On-site Manager, who has the primary authority to determine the exact "day-to-day" duties of the technician. This determination will take into consideration the technician's skills, experience and career goals, and how they best fit into the operational needs of the property. Works with leasing personnel, other maintenance staff, property manager, construction division, and maintenance staff from other developments.

OTHER REQUIREMENTS:

Hours of Work: 8:00a.m. to 4:30p.m., Monday through Friday. Must be "on call" 24 hours per day, when scheduled.

Amount of Overtime: As needed for emergencies.

Physical Requirements: Extensive mobility and excellent physical condition. Ability to lift 100 lbs. necessary for installation and removal of appliances. Ability to operate all necessary hand tools to make repairs. Ability to kneel, crouch, climb, and crawl, etc. to reach items in need of repairs. Ability to drive to and from job sites. Tolerance to all extremes of hot and cold weather, as may be necessary.

Tools:

Must be knowledgeable and skilled in the safe use and maintenance of the following:

- Hand tools: Various wrenches, screwdrivers, grips, sledge hammer, hammer, snips, post hole diggers, saws, etc.
- Power Tools: Wrenches, grinder, sander, drill, saws, etc.
- User-Moved Aids: Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, stepladders, full ladders, double ladders.
- Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand powered augers, etc.
- Measuring Devices: Voltmeters, ohmmeters, testing meters, PH tests, etc.

Transportation: Must have a valid NC Driver's License.

Education: High school education or trade school required. CAMT certificate preferred or willingness to obtain. Fair Housing Training preferred,

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.