



REPORTS TO: Community Manager
Non-Exempt

SUMMARY:

This position is primarily responsible for performing technical and mechanical work that ensures the inside and external buildings, grounds, amenities, and common areas of the property meet the Company's standards for cleanliness, appearance, safety, and overall functionality by performing maintenance-related tasks by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Completes assigned work orders generated from resident requests for service, as well as routine upkeep on the property by diagnosing the source or cause of the defect or problem, and making repairs in accordance with established policies, procedures, safety standards, and code requirements.
- Completes the "make-ready" process to prepare vacant apartment homes for leasing and new move-ins by completing the pre-move-out inspection, creating a "punch" list of maintenance work needed, scheduling vendors and contractors as needed, obtaining needed supplies and materials, completing all maintenance tasks, and inspecting completed work.
- Follows procedures for accessing and obtaining materials, supplies, equipment, tools, and other items from the property's maintenance shop by tracking inventory used, returning unused items to the established location, and notifying the maintenance supervisor about re-ordering needs.
- Completes documentation and other paperwork in a timely, accurate, and complete fashion so that service requests can be appropriately documented and tracked.
- Assists in maintaining the grounds, common areas, and amenities by picking up trash and debris, pressure-washing breezeways and pool areas, performing general cleaning, and painting curbs and signage as needed.
- Supports cost-cutting and expense control programs by fixing rather than replacing parts when possible, not being wasteful with materials and supplies, and practicing the correct use for tools and equipment.
- May periodically inspect work performed by contractors, vendors and other service providers to verify the work, materials and services meet quality standards, scope and specifications as required.
- Complies with Panther Residential Management safety and risk-management policies by attending and participating in the property's routine safety meetings, completing required training on OSHA and other safety related laws and requirements, and by reporting accidents and incidents promptly and accurately.
- Demonstrates customer services skills by treating residents and others with respect, answering resident questions, responding sensitively to complaints about maintenance services, and completing assigned work orders with efficiency and urgency.
- Assists in conducting routine and periodic property inspections to identify safety and risk

management concerns, keep the property in good repair, and communicate concerns about the physical needs of the property to management.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- *Technical Skills* - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- *Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- *Interpersonal Skills* - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Organization

- *Diversity* - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- *Ethics* - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- *Organizational Support* - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Self-Management

- *Motivation* - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- *Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- *Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- *Quantity* - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

- *Safety And Security* - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- *Adaptability* - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- *Attendance/Punctuality* - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- *Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Associate's degree (A.A.) or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Word Processing Software (Word) and Electronic Mail Software (Outlook).

OTHER SKILLS AND ABILITIES:

- Follows established policies and procedures by monitoring and complying with regulatory requirements, organizational standards, and operational processes related to area(s) of

- responsibility and reporting violations or infractions to appropriate individual(s).
- Practices proper safety techniques in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
 - Identifies areas for improvement and offers suggestions to improve efficiency and productivity.
 - Keeps abreast of current changes in technology, processes, and standards within the industry and area(s) of responsibility by attending internal and external training classes, research and/or subscribing to the internet or other professional publications, or utilizing other appropriate method(s) to obtain business and professional information, and applies knowledge and practices to area(s) of responsibility.
 - Incumbents must have Environmental Protection Agency (EPA) certifications Type I and II or Universal for refrigerant recycling.
 - Incumbents must have all certifications as required by State and Local jurisdictions.
 - Must be knowledgeable and skilled in the safe use and maintenance of hand tools, power tools, user-moved aids, mechanical equipment and measuring devices.
 - Demonstrated ability to apply principles of logical thinking to define and correct problems.

OTHER QUALIFICATIONS:

- Must be able to travel as rare or regular travel may be required to assist other properties as needed, attend training classes, business meetings, or other situations necessary for the accomplishment of some or all of the daily responsibilities or this position.
- Must be able to work a flexible work schedule, which includes taking "call" during evenings, weekends and holidays.

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 frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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 must work both inside and outside of apartment buildings and in all areas of the property, including amenities.

The noise level in the work environment is usually moderate.