



JOB TITLE	SR. SERVICE TECHNICIAN
COMPENSATION	NON-EXEMPT
REPORTS TO	BUSINESS MANAGER

GENERAL PURPOSE

The Sr. Service Tech is a progressive position within the Service Department and may often serve as an entrance to a supervisory position within the Company. The Sr. Service Tech assists the Service Supervisor in all aspects of property maintenance and should perform functions of the Service Supervisor in his/her absence as deemed appropriate by the Business Manager.

Responsible for maintaining physical condition and appearance of community. Provide timely and courteous response to resident service requests. Perform routine maintenance and repairs, including plumbing, appliance repair, carpentry, HVAC repairs, general maintenance repairs, pool/spa maintenance, and make-readies.

ESSENTIAL FUNCTIONS

Strong Customer Service Skills

1. Prepare vacant apartments for new occupancy.
2. Complete work orders on a priority basis.
3. Perform preventative maintenance.
4. Document work order logs accurately and per Company policies and Procedures.
5. Follow all EPA Refrigerant Reporting and Log Requirements.
6. Communicate with residents and co-workers with courtesy and efficiency to ensure resident satisfaction.
7. Provide emergency on-call services on a rotating basis.

NON-ESSENTIAL FUNCTIONS

1. May be necessary to use personal vehicle to pick up supplies and materials.
2. Clean common areas and monitor curb appeal.
3. Other duties as assigned by Service Supervisor or Community Manager.

JOB SPECIFICATIONS

- Minimum of HVAC Certification Level I or Level II Required.
- Must possess the ability to read, comprehend, and follow simple to moderately complicated verbal and/or written instructions to perform tasks assigned and to maintain records. Must possess basic arithmetical calculation skills (addition, subtraction, multiplication, division, percentages, etc.) This level of proficiency is normally achieved through completion of a high school education or its equivalent.
- Be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure safe operation of property maintenance.
- Work with multiple deadlines, maintaining efficiency and control over projects assigned within time frames allowed and changing priorities.
- Must possess a solid knowledge of painting, electrical wiring, plumbing, carpentry, appliance maintenance and repair, hazardous chemical safety, heating, ventilation, air conditioning (HVAC) systems, pool maintenance, and ability to use power machinery properly and safely. This level of proficiency is generally achieved with approximately two to three years of experience in two or more of the noted areas. May have specialized training and certification in plumbing, electrical work, or carpentry. Certified Pool Operator License is required to perform pool and spa maintenance.
- Work requires the ability to maneuver or move up stairs heavy equipment, appliances, supplies and tools which may weigh up to 100 pounds and the ability to inspect and repair roofs or roof-top equipment.
- Be able to diagnose and repair equipment or appliances, which are not easily seen or reached, i.e., under counters, on ceilings, etc.
- Effectively assess a situation, which may require assistance or specialized equipment, and respond appropriately in serious or emergency situations.
- Must have access to reliable transportation. Must have an effective communication system available in order to contact property or staff after hours.

WORKING CONDITIONS

Job environment entails working indoors and outdoors. Outdoor conditions may be affected by weather conditions ranging from rain or snow to excessive heat. Regular exposure to hazardous chemicals, paint, cleaners and power machinery. Service order requests may involve working in occupied or unoccupied units in varying degrees of cleanliness in a multi-level apartment community. Will be required to be “on call” for emergency repairs/maintenance after normal work hours.