

Candidate Name:

Maintenance Technician

1. What computer software do you have experience with?

A: Do they have experience with Yardi, Yieldstar, Level 1, On-site, MS Office Suite, etc.

2. Tell me about a time when you made a mistake at work. What did you do and what was the result?

A: Can they admit to a mistake or missed deadline. Make sure you pause here and give them time to answer - everyone has made mistakes. Goes to self-awareness. Did they own the problem? Did they IMMEDIATELY tell their supervisor or cover it up? It is a red flag if they cant give a specific example and/or don't mention telling their supervisor.

3. Tell me about your most current job or position. What are/were your major responsibilities/duties?

A: Do the skill sets needed in their current job transfer over to this position? Do they speak negatively about their previous job/employer--this could be a red flag.

4. Why are you looking to make a job change?

A: Why are they leaving? What was the cause? Could that cause be a potential problem for their relationship with Essex? If they are unemployed, why did they leave their last job?

5. Tell me about a suggestion you made to your supervisor to improve a process, product, or do something cheaper. Was it implemented? What was the result?

A: Very important topic. Can they think outside of their day-to-day activities to pass on creative money or time-saving ideas? How did they handle it if the idea was not implemented?

6. How long does it take to turn a typical unit? And what are the general steps taken to get the unit ready?

A: This goes to sense of urgency and whether they realistically know how long it takes and can typically get unit turns done in an appropriate amount of time. Differing companies have vastly different expectations on turn-time. The general steps will give you an idea of the candidates experience turning units; were critical steps left out?

7. How many work orders are/were you able to complete on a daily basis? And provide some examples of these work orders.

A: This will give you an idea of their experience. Ask for specifics. Does their experience match the general work order needs of your property? When they are done answering, you may follow up with "Have you done A or B type work orders?"

8. In your opinion, what would you consider a maintenance emergency?

A: Can they tell the difference between a call that can wait until the next business day or one that requires immediate response? Can they guide someone to turn off a toilet and use a second one until tomorrow?

9. Why are you interested in working for us?

A: What do they know about Essex and/or your property? Did they do any research about us?

10. What are your skills relating to this position of Maintenance Technician?

A: Does their experience match your needs?

11. A lot of times we are in a hurry to complete an assignment or task so we can move on to the next thing. Tell me about a time you did this and made a big mistake. What happened?

A: They need to temper speed with accuracy and getting the job done right the first time. They should mention being willing to ask for guidance or help.

12. What was one of the most difficult adjustments you had to make when you started at your last job? Why was it difficult for you and what did you do to adjust to that change?

A: Every property has different issues and leadership styles. Some adjustment is always necessary. Can they talk about learning new ways of doing a repair and turn without sounding defensive? It is a good quality to be able to learn from others!