

Maintenance Technician II Job Description

COMPENSATION

Position is non-exempt and eligible for pre-approved overtime. Eligible for commissions and annual bonus as defined under current programs.

POSITION SUMMARY

The person in this position is responsible for performing general maintenance tasks including work orders and unit turns, maintaining the grounds, curb appeal, clubhouse, amenities, and other common areas at one or more properties in order to assist preserving the asset and to provide a quality living environment for the residents. This position reports to the Maintenance Supervisor and/or Community Manager.

KEY RESPONSIBILITIES

Key responsibilities of this position include, but are not limited to the following:

- Independently performs all tasks of a Maintenance Technician with speed, efficiency, and accuracy with minimal supervision
- Follows established procedures on routine work, requiring instructions only on new assignments.
- Works on assignments that are semi-routine in nature, but recognizes the need for occasional departure from accepted practices
- Provide mentorship to junior technicians.
- Assists with administration of maintenance functions, e.g., tracking of inventory, data entry of work orders, maintaining updated records in relation to Mold and Mildew Log, Pool Log, etc.
- Maintains the highest level of customer service for prospects, residents, vendors, and corporate departments
- Compliance with company standards as defined in the Human Resources Policy Manual, Operations Playbook and applicable laws, e.g., Fair Housing, Landlord Tenant, Local Building Codes, OSHA, and EEOC

ATTENDANCE

Position requires ability to work any of the 7 days of the week, 52 weeks of the year. It is critical that individuals possess the ability to work their scheduled hours plus any other hours necessary to complete the job and must attend training classes as scheduled. Work schedules and location assignments are subject to change. Ensure compliance with time management policies including meal and rest periods.

MINIMUM JOB REQUIREMENTS

- High school diploma or equivalent, college and/or trade school preferred
- Relevant certification (e.g., HVAC, CPO) strongly preferred
- 2 to 5 years industry or maintenance related experience
- Proficient knowledge of electrical, plumbing, and appliance repair with hands on experience
- Knowledge of environmental/industrial hazards (i.e., asbestos, lead, mold, radon) as they apply to residential housing
- Available to be "on-call" when requested and promptly respond to work order requests during assigned periods, except during meal periods and rest breaks during which time employee is relieved of all duties and the Company relinquishes any control over how employee spends this time
- Proven organizational and time management skills
- Valid driver license and automobile insurance
- Ability to read and write English; speak English and understand spoken English
- General understanding of the Microsoft suite, property management software preferred

PHYSICAL REQUIREMENTS

- May be exposed to constant activity that requires intermittent standing, bending, crouching, pushing/pulling, lifting/moving/carrying (light to heavy weight material/appliances/ equipment), climbing ladders/stairs, and walking on rooftops
- Requires manual dexterity sufficient to operate small-motorized equipment (i.e., repetitive hand/wrist, gripping and elbow motion)
- Must have normal range of hearing, vision, color discrimination and depth perception for proper operation of machines and equipment
- Requires the use of appropriate safety equipment (e.g., back belts, goggles, masks, gloves, etc.)

Maintenance Technician II Performance Standards

The purpose of the performance standards is to outline more specifically the details of the position. This is not an all-inclusive list, and duties specific to another position may be assigned to you.

COMMUNITY OPERATIONS

- Competently completes tasks associated with plumbing, painting, electricity, carpentry, and drywall repair
- Understands the unit turn process and ensures timely unit turn completions
- Ensures the community is clean and free of trash, vacant apartments are clean and all common areas are well maintained
- Proactively completes preventative maintenance of mechanical systems
- Performs daily maintenance and testing of pools and spas where applicable
- Reports all water intrusion work order requests per the Mold and Mildew Policy, escalating to Community Manager and/or Maintenance Supervisor when necessary
- Identifies and reports potential risks
- Performs high quality work in the absence of supervision
- Completes work in a safe manner that does not create unsafe conditions for self or others
- Provides support to other Essex communities on special projects and unit turns

LEADERSHIP/PERSONNEL MANAGEMENT

- Interacts productively with coworkers, vendors, prospects and residents in a professional manner
- Provide mentorship to junior technicians
- Maintains a professional appearance at all times
- Demonstrates team work and cooperation
- Complies with requests from HR/Payroll and all other corporate departments in a timely manner

CUSTOMER SERVICE/MARKET KNOWLEDGE

- Completes work order requests within 24 hours of receipt, performing quality work with minimal return calls and communicating status to supervisor
- Responds to emergency call-backs during “on-call” rotation in a timely manner, except during meal periods and rest breaks during which time employee is relieved of all duties and the Company relinquishes any control over how employee spends this time

ADMINISTRATION/OTHER DUTIES

- Adapts to change and follows instruction
- Receives constructive feedback in a professional manner
- Completes error free, high quality reports in a timely manner
- Competent in computer/mobile device applications and usage as it relates to any job requirements
- Completes all company required training in a timely manner
- Maintains availability for overtime as needed and to be on-call as requested

Maintenance Technician II Acknowledgment

This job description is not an all-inclusive list of functions and tasks. Job functions may be added, deleted or modified at any time by your management team. Receipt or possession of this job description does not constitute a contract of employment.

I acknowledge I have reviewed and am in receipt of the Maintenance Technician Job Description related to my position with Essex Property Trust.

Employee Signature

Date

Manager Signature

Date

Printed Name

Printed Name