

# Sr. Maintenance Technician Job Description

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## COMPENSATION

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

## POSITION SUMMARY

Position is reserved for assets with 400+ units and/or is part of a multi-site management team. The person in this position is responsible for all maintenance aspects of the community's operations and objectives, and to act in that capacity in the absence of the Maintenance Supervisor. Accountable for: completion of general maintenance tasks including work orders and unit turns, maintaining the physical asset, participating in the "on-call" rotation for after-hours emergencies, and providing a quality living environment for 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:

- Completes maintenance projects with minimal supervision, including defining scopes of work needed, solicitation of vendor bids, cost analysis, vendor selection and supervision, and contract compliance consistent with Company policy and direction from the Community Manager and/or CM&S
- Assists with administration of maintenance functions and accurate tracking of inventory for repair and maintenance
- Performs pre-move out and move out inspections providing guidance to Maintenance Supervisor/Community Manager on charges and turnover tasks
- Maintains the highest level of customer service for prospects, residents, vendors, and corporate departments
- Assumes responsibility for all maintenance tasks in the absence of the Maintenance Supervisor, consistently leads by example
- 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
- Two to four years industry experience or related general contract maintenance experience
- Ability to assist in supervision staff of three or more associates
- 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.)

# Sr. Maintenance Technician Performance Standards

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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
- Proactively completes preventative maintenance of mechanical systems
- 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

## FISCAL MANAGEMENT

- Ensure Purchase Orders are processed per company policy and maintain monthly service contracts as required

## LEADERSHIP/PERSONNEL MANAGEMENT

- Interacts productively with coworkers, vendors, prospects and residents in a professional manner
- Maintains a professional appearance at all times
- Accepts responsibility for the success/failures of the community
- Assists overseeing duties performed by staff on a daily basis
- Actively fosters a culture of teamwork and cooperation among associates
- Holds associates accountable for quality of work and timeliness of service
- Complies with requests from HR/Payroll and all other corporate departments in a timely manner
- Delegates tasks and responsibilities to appropriate associates and establishes priorities in the absence of the Maintenance Supervisor

## CUSTOMER SERVICE/MARKET KNOWLEDGE

- Responsible for ensuring that the physical appearance of the community complies with company standards
- Completes work order requests within 24 hours of receipt, ensures quality work is performed by team, and follow up is completed
- 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
- Records all water intrusion service requests per the Mold and Mildew Policy, escalating to Community and/or Regional Manager when necessary

## 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

# Sr. Maintenance Technician Acknowledgment

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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 Sr. Maintenance Technician Job Description related to my position with Essex Property Trust.

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Employee Signature

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Date

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Manager Signature

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Date

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Printed Name

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Printed Name