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| Job Title: | Facility Services Technician |
| Department/Location: | Commercial Operations Facilities Services |
| Reports to: | Parking and Facilities Services Manager |
| Position Supervises: | N/A |
| Fair Labor Standards Act (FLSA) Status: | Non-Exempt Hourly |
| Employment Status: | Full Time |
| Revision Date: | September 2023 |

JOB SUMMARY

The basic function of the Facility Service Technician is to ensure that Urban Land Interests' properties and physical assets are well maintained at all times. The Facility Service Technician provides services related to all aspects of property management in the areas of janitorial services and building maintenance. The position requires the ability to work on varied assignments and achieve excellent outcomes for our tenants, residents, and customers. The incumbent regularly responds to service calls, utilizing their interpersonal skills and training to provide the highest quality customer service.

The FST shall directly serve the customer with cleaning and maintenance tasks in common areas and tenant spaces. The position is responsible to work within company guidelines, policies and procedures completing tasks in a timely manner.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Maintain a professional courteous manner with all tenants, vendors, contractors, and fellow employees.
- Complete facility rounds and common area cleaning as required.
- Responsible for alerting the Service Coordinator of any unusual occurrence and/or damage.
- Monitor and maintain the cleanliness of public restrooms.
- Monitor and maintain building perimeters and exteriors as assigned.
- Monitor and maintain entrances and lobbies.
- Set up for events in conference rooms and tenant areas.
- Check and activate compactors in trash rooms
- Clean tenant spaces as determined by lease agreement.
- Completes tasks related to preventative maintenance programs as assigned
- Complete make-ready process of vacant office suites as directed by The Services Coordinator
- Complete grounds work, which may include snow removal and maintaining landscaping beds and other areas.
- Carry cell phone as required and respond to emerging issues.
- May be responsible for 24-hour emergency maintenance service as scheduled.
- Responsible for the completion of all work order requests as assigned.
- Performs other related duties as assigned



SECONDARY FUNCTIONS & RESPONSIBILITIES

- Attends department and companywide meetings.
- Assists other departments as requested.
- Maintain accurate reporting for work accomplished in the workorder software system.
- Complete payroll time sheets and mileage reimbursement and submit to supervisor.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Highly developed interpersonal communication
- The ability to communicate and be conversant in the English language
- Organize personal work and workspace
- Adapt to changing work priorities; meet deadlines and schedules
- Work effectively with frequent interruptions
- Work under pressure while maintaining composure during emergent situations
- Customer service
- Operate electronic mobile devices
- Operate standard office equipment
- Computer skills for e-mail and payroll
- Understands techniques of janitorial and maintenance service
- Prepare and maintain accurate records
- Customer service techniques
- After the orientation period, a working understanding of the ULI facility portfolio buildings and systems

EDUCATION/CERTIFICATION/LICENSURE

- High school diploma or GED is preferred

EXPERIENCE

- Two years of experience in cleaning and building maintenance, is preferred
- For internal ULI candidates: education and experience requirements are reviewed on a case by case basis

I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): _____

Employee Signature: _____ Date: _____