



Job Title:	General Maintenance Technician
Department/Location:	All ULI buildings
Reports to:	Commercial Operations Maintenance Manager
Position Supervises:	N/A
Fair Labor Standards Act (FLSA) Status:	Non-Exempt; Hourly
Employment Status:	Full Time
Revision Date:	December 2024

JOB SUMMARY

The basic function of the General Maintenance Technician is to ensure that Urban Land Interests properties and physical assets are well maintained at all times. The General Maintenance Technician provides services related to all aspects of property management 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 General Maintenance Technician shall directly assist the customer with the maintenance and repair of facility systems, fixtures and equipment. The position is responsible for working within company guidelines, policies and procedures completing tasks in a timely manner.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Troubleshoots and repairs ULI properties and equipment.
- Uses skills to investigate problems, develop solutions, and plan work, providing excellent outcomes.
- Maintains a professional courteous manner with all tenants, vendors, contractors, and fellow employees.
- Troubleshoots and repairs facility furniture, fixtures, and equipment.
- Completes facility rounds and equipment checks as required.
- Alerts the manager of any unusual occurrences and/or damage.
- Completes tasks related to the “Preventative Maintenance Program” as assigned.
- Participates in the on-call rotation for emergency service outside of regular business hours.
- Installs major mechanical and facility equipment.
- Participates in snow removal activities.
- Monitor and maintain all building systems as assigned.
- Sources materials and equipment.
- Accurately keeps records and completes paperwork for payroll, work requests, and the preventative maintenance system.
- Establishes and maintains effective and harmonious working relationships with customers, tenants, fellow employees, managers, and other stakeholders.
- Adapts to changing work priorities; meets deadlines and schedules.



- Other duties as required.

NONESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Teaches lower skill level team members.
- Contributes to the capital planning for the portfolio.
- Assists with lower skill level activities.
- Assists with writing up scopes of work and provide quotes to manager or customer.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Proven communication, leadership, organization, and problem-solving skills, as well as the ability to be flexible and multitask.
- Applied knowledge of occupational hazards and safety rules and regulations.
- Applied knowledge of general building maintenance practices and procedures.
- Applied knowledge of facility life safety code.
- Willingness to uphold ULI employee policies and procedures.
- Highly developed interpersonal communication and customer service skills.
- Ability to utilize office equipment including personal computers, mobile communication devices and software programs (i.e. Microsoft Office Suite, e-mail, payroll etc.).
- Ability to work in high places and climb ladders, work in confined spaces, and work in inclement weather conditions.
- Ability to research and interpret information, building broad based knowledge of intricate building systems.
- Ability to work under pressure while maintaining composure during emergent situations.
- Ability to lift 50 lbs. continuously and 70 lbs. occasionally.
- Knowledge and proficiency using hand and power tools.

EDUCATION/CERTIFICATION/LICENSURE

- The position requires a high school diploma or GED and completed course work in industrial maintenance or similar field.
- A combination of education and demonstrated experience that will provide the knowledge, skills, and abilities to succeed in this position is required.
- Valid driver's license.

EXPERIENCE

- 3 years of experience in facility maintenance, construction or skilled trade is required.