



JOB DESCRIPTION

Job Title:	Residential Maintenance Technician
Department/Location:	Residential/Madison
Reports to:	Residential Maintenance Supervisor
Position Supervises:	n/a
Fair Labor Standards Act (FLSA) Status:	Non-Exempt, Hourly
Employment Status:	Full Time
Revision Date:	3/1/2023

JOB SUMMARY

Responsible for maintaining the upkeep and physical condition of the properties assigned within the residential portfolio.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Perform electrical repairs on items such as appliances, fixtures, switches, outlets, circuits, etc.
- Perform plumbing work such as clearing stoppages, replacing fittings, etc.
- Replace/repair broken glass, screens, tile, garbage disposals, fixtures, appliances, blinds, locks, drywall and other items as necessary.
- Perform carpentry work such as replacing/repairing doors, cupboards, countertops, trim and any other structural repairs.
- Inspect, diagnose, and repair where possible, all HVAC issues.
- Complete concrete, masonry, roof, fencing and other exterior repairs.
- Complete turnover checklists for vacant turnovers ensuring that all items on list are addressed and that vendors have completed their work to our standard.
- As directed, meet with vendors on-site to ensure proper access and that work is being completed appropriately and completely.
- Work within the residential maintenance team to complete all work orders in-house within our department before asking for approval from your supervisor to reach out to commercial team or vendors.
- Participate in on-call emergency schedule for evening, weekend and holiday coverage.
- Be responsible for inventory control and proper use of maintenance materials and equipment.
- Prioritize work orders and ensure timely completion following our 3-day turnaround policy.
- Assist and/or ensure completion of monthly building safety system tests including but not limited to fire alarm testing, access control systems, emergency exit lights and elevator safety tests.
- Maintain accurate and updated records for all testing requirements.
- Change light bulbs in common areas and replace smoke detector batteries as needed.
- Perform necessary and preventative maintenance in vacant apartments and throughout property.
- As directed, gather bids from vendors for work to be performed at the property.
- Keep and maintain accurate records relating to preventative maintenance, service request status, apartment and general building maintenance, inspections, inventory and purchasing requirements.
- Perform all maintenance on all equipment based on the manufacturer's recommendations and operating manuals.



- Ensure a safe work environment by following company policies, understanding and following OSHA standards, and using appropriate personal protective and safety gear at all times. Report any safety concerns to the proper Property Rep/Property Manager.
- Perform sidewalk snow removal and maintenance during winter months when needed.
- When necessary, assist with janitorial duties.

Miscellaneous

- Instill and demonstrate the Mission, Vision, and Values of Urban Land Interests to all employees, residents, and vendors.
- Follow and ensure compliance of all Fair Housing laws.
- Maintain accurate records within payroll system.
- Demonstrate thorough knowledge and ensure compliance with company policies and procedures.
- Attend all scheduled meetings, including All-Hands meetings.
- Encouraged to seek educational opportunities and self-improvement for personal growth and development to be discussed with Portfolio Supervisor.
- Maintain a positive working relationship within the community, with employees, owners, vendors and outside agencies to help positively promote Urban Land Interests.
- Perform other duties which may be required to ensure economic success of Urban Land Interests as necessary.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Ability to work every first and last day of any given month unless otherwise directed.
- Ability to prioritize but be willing to adapt to changes as priorities change, work well under pressure with tight time constraints, and stay on task with minimal supervision.
- Ability to communicate effectively with the team and with residents.

EDUCATION/CERTIFICATION/LICENSURE

- Formal training in any skilled trade preferred.
- HVAC EPA Certification, level 2 or above preferred.

EXPERIENCE

- 1-3 years in residential maintenance position or similar field required.

WORKING CONDITIONS

- Must be able to regularly lift up to 25 lbs. and up to 75 lbs. occasionally.
- Ability to walk and traverse stairs on a regular and daily basis.
- Inside and outside work in all types of weather (heat, snow, rain, cold, etc.). Must wear slip resistant footwear appropriate for the season.