



LEAD SERVICE TECHNICIAN

Reports to: Community Director

The purpose of this position description is to communicate the responsibilities and duties associated with the position of Lead Service Technician. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every associate is expected to perform any reasonable task or request that is consistent with fulfilling Indio Management's objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that, by signing the Position Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: Non-Exempt/Hourly – Eligible for approved overtime. The Lead Service Technician is responsible for maintaining the physical integrity of the community at all times. This involves insuring a safe, secure and comfortable living environment for clients, visitors and staff. It is the Lead Service Technician's duty to anticipate, identify and correct any and all problems involving the community and to implement procedures that will prevent such problems. An effective program of maintenance is essential in order to:

- Maintain a safe environment
- Cultivate client satisfaction
- Protect the investment of the apartment community owner

QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

DUTIES AND RESPONSIBILITIES

Conducts all business in accordance with company policies and procedures, as well as local, state and federal laws; i.e., OSHA, ADA, Fair Housing, etc.

CLIENT SERVICE

- Performs maintenance tasks personally or delegates to assistants. Oversees and occasionally inspects work performed by other service staff.
- Institutes and manages system for handling client service requests. Corrects situations within 24 hours when possible.
- Schedules service personnel in conjunction with Community Director so that service is available for emergency purposes, 24 hours a day, 7 days a week.



PREVENTIVE MAINTENANCE/SAFETY

- Maintains and communicates HAZCOM standards. Keeps SDS sheets current and readily accessible. Maintains thorough knowledge of pertinent laws and EPA and OSHA regulations governing property storage and management of hazardous materials, including solvents, flammables, caustics and refrigerants.
- Maintains an awareness of the condition of physical property throughout the community and immediately corrects unsafe conditions; i.e., broken gates leading to the pool, broken steps, open holes, broken/burned out exterior lights, etc.
- Maintains accurate records regarding preventive maintenance, service requests (received and completed), expenditures, apartment make-ready status, work in progress, etc.
- Schedules and performs minor and routine maintenance of all appropriate equipment on a regular basis. Inspects and maintains all tools in excellent condition.
- Indoctrinates and assists in development of all subordinate service staff. Instills a “safety first” attitude, not only with service staff, but with all staff.
- Instructs staff on proper use and guidelines for wearing safety items.
- Identifies all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts and prepares maps indicating same.
- Performs work area clean-up and safety related duties.
- Ensures that storage areas remain locked when not in use.

GENERAL

- Diagnoses and performs minor and routine maintenance/repair involving the following on a daily basis:
 - Electrical and plumbing (including water lines)
 - A/C and heating systems
 - Appliances (when applicable)
 - Water irrigation systems
 - Stairs, gates, fences, patios, railings
 - Tile, carpet, flooring
 - Roofing, gutters, fasteners
 - Interior/exterior lights
 - Fireplaces, ceiling fans
 - Gas fixtures and appliances (where applicable)
 - Shutters, doors, cabinets, windows, sliding glass doors
 - Boiler, gas and electric
 - Door locks, mailboxes and locks
 - Security systems (where applicable)
 - Ceiling leaks
 - Walls
 - General carpentry
 - Pool areas, tile, jacuzzi, pool furniture
 - Foundation, sidewalks, concrete
 - Ice and snow removal



- Ensures that all make-ready repairs and services are completed correctly and on schedule.
- Reports all major repairs and requisitions to the Community Director prior to any expenditure of funds.
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- Changes locks and makes keys.
- Removes and transfers heavy appliances and equipment from storage area to apartment (of vice versa) as circumstances warrant. Assists in moving abandoned furniture, appliances, etc., to dumpster when necessary.
- Maintains adequate inventory of spare parts and maintenance materials to handle most common repairs and situations.
- Assists in keeping grounds neat and free of litter. Rakes, sweeps, shovel as circumstances warrant.
- Performs any additional duties assigned by the Community Director or Regional Director.

PHYSICAL REQUIREMENTS

- Constant need (66% to 100% of the time) to be on feet.
- Have constant need (66% to 100% of the time) to perform the following physical activities:
 - Bend/Stoop/Squat/Kneel
 - Perform routine maintenance/repairs, pick up debris
 - Climb Stairs
 - Service requests, make-ready needs for 2nd and 3rd floor apartments.
 - Push or Pull: Move equipment, appliances, open and close doors, etc.
 - Reach Above Shoulders: Perform routine maintenance/repairs, stock and remove equipment, parts, etc.
 - Climb Ladders: Perform routine maintenance/repairs.
 - Grasp/Grip/Turning: Handle tools and equipment, perform routine maintenance/repairs
 - Finger Dexterity: Handle tools and equipment, perform routine maintenance/repairs
 - Lifting/Carrying (supplies, blowers, ladders, etc.):
 - Over 150 pounds: Rare Need (less than 1% of the time)
 - 75-150 pounds: Occasional Need (1% to 33% of the time)
 - 25-75 pounds: Frequent Need (33% to 66% of the time)
 - 1-25 pounds: Constant Need (66% to 100% of the time)
- Constant need (66% to 100% of the time) to perform the following physical activities:
 - Writing/Typing: Inventory maintenance, requisition requests, required maintenance reports.



NOTE: Lifting and carrying weights exceeding 50 pounds is often accomplished with assistance from one or more persons. Examples of heaviest items lifted include washers/dryers, refrigerators, A/C units, abandoned sofas, etc.

EQUIPMENT REQUIREMENT:

- Required to wear back support belt, wear goggles when working with specific equipment, wear masks and gloves and other safety equipment as tasks dictate.

EQUIPMENT/MACHINERY/TOOLS:

- An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:
 - Hand Tools: Various wrenches, hammers, grips, saws, sledgehammers, snips, posthole diggers, etc.
 - Power Tools: Wrenches, grinders, sanders, drills, saws, etc.
 - User-Moved Aids: Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, step ladders, full ladders, double ladders.
 - Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand power augers, etc.
 - Measuring Devices: Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, etc.

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to observe areas needing attention/correction. Read cautionary labels, respond to written instructions from staff and clients.
- Frequent need (33% to 66% of the time) to see things clearly beyond arm’s reach. Observe and assist in general maintenance; oversee assistants and observe problems throughout the community, etc.

HEARING REQUIREMENTS

- Constant need. (66% to 100% of the time) to communicate with assistants, staff, vendors and clients. Must use listening skills to diagnose needed repairs, etc.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate with assistants, staff, vendors and clients.

DRIVING REQUIREMENTS

- Frequent need (33% to 66% of the time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotation “On Call” status may occasionally require expedient travel to assigned community at a moment’s notice. Pick up and deliveries to the corporate office.
- Must have valid driver’s license and vehicle insurance.



WORKING ENVIRONMENT

- Indoors (66% to 100% of the time); frequently outdoors in all conditions (33% to 66% of the time), often for extended periods.
- Occasional exposure to caustics, solvents, oils, fumes, flammables, pesticides, etc. (less than 1% to 33% of the time). Example: apartments during/after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

- **HIGH.** Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action. Must effectively convey ideas, images, and goals to a diverse group of personalities.