



Position Description
Maintenance Technician
NeighborWorks® Community Partners Niagara Falls

Position Title:	Maintenance Technician
Department:	Property Management
Position Status:	Full Time – 37.5 hours per week/Non-exempt
Reports To:	Residential and Asset Property Manager
Works Closely With:	Residents, Grounds Crew
Duty Station:	Niagara Falls, NY
Organization:	NeighborWorks® Community Partners Niagara Falls
Direct Reports:	None
Salary Range:	\$22.00 hourly, with annual cost-of-living adjustment, <i>opportunities to earn a merit increase and year-end bonus</i>
Benefits:	NCP offers a comprehensive benefits package including a generous health Benefit stipend, 15 days accrued PTO in first year, 13 paid holidays, medical, Dental and vision insurance, supplemental short-term disability insurance, Long-term disability insurance, and life insurance.

NeighborWorks® Community Partners Niagara Falls is on a mission to build and strengthen communities. We are a nonprofit organization that works with thousands of individuals and families across Western NY each year to buy, repair or keep their homes and grow a vibrant community around them. We also offer affordable rental housing in Buffalo and Niagara Falls and are looking for a Maintenance Technician who believes in the positive impact of such on individuals, families and the community at large.

As an organization, NCP values Partnership, Diversity, Innovation and Risk-Taking, Sustainability and Integrity. If these values align with your own and the thought of working in a team environment to deliver superior quality customer service appeals to you, we are interested in hearing from you!

Strong Customer Service Skills are required for this position.

JOB SUMMARY:

The Maintenance Technician is responsible for the management and oversight of the physical building and grounds of NeighborWorks Community Partners Niagara Falls' multi-family rental properties. Responsible for ensuring properties are operating efficiently, with high occupancy and all maintenance requests completed properly and in a timely manner. Maintenance of plumbing, heating, electrical, general carpentry and painting are essential. Completion of preventative maintenance, inspections,

repairs, unit preparations for new tenants, and all other responsibilities pertaining to the professional maintenance of the properties and grounds.

ESSENTIAL FUNCTIONS:

- Respond to service requests in a friendly and professional manner; manage the assigned requests and submit the follow up documentation promptly.
 - Maintain the accuracy of the work order system, logging all actions and supplies needed to complete each request.
 - Notify supervisor of any major repairs, system problems, leaks, breaks or failure and any repairs beyond your ability as soon as possible.
- Follow organization's departmental Property Payment Procedures at all times when purchasing materials, equipment or other items necessary to perform functions of the position. Shop for best prices and best value when purchasing supplies and vendor services pre-approved by supervisor.
- Ensure vacant units are prepared for occupancy by completing a range of tasks including but not limited to; general carpentry (repair cabinets, doors, trim, windows, etc.), minor plumbing, various unit repairs, painting, flooring, appliances, cleaning and safety checks.
- Daily walk around and inspection of property grounds, exterior physical plant and common areas.
- Maintain all common areas in a clean and orderly condition including grounds, halls, vestibules and walkways in accordance with daily custodial checklist.
- Regular visits to other Niagara Falls sites to ensure exterior of physical buildings and exterior common spaces are well maintained, clean and without safety concerns.
- Ensure the continued safety and security of residents, properties, tools, materials.
- Attend move-in, move-out and interim unit inspections as scheduled.
- Maintain Master key system, appropriate labels and security measures for same.
- Maintain and utilize tools and machinery as indicated on corresponding tool/machinery manual. Focus on safety at all times, especially when operating machinery and tools.
- Track and maintain inventory of tools, equipment, materials, and other items owned by the organization at all times.
- Keep appointments with inspectors, monitors and other property related visitors as scheduled.
- Complete preventative maintenance requirements as scheduled and document completion.
- Complete quarterly inventory review with Supervisor.
- Conduct all business in accordance with company policies and procedures, state and federal laws (OSHA, ADA, Fair Housing, etc.).
- Availability for occasional fill-in of on-call for emergencies; work schedule will be planned around the needs of the building but will normally be during regular business hours. Given the needs of the tenants and the unpredictable nature of problems the hours shall be flexible with prior approval when necessary.

ADDITIONAL RESPONSIBILITIES

- Cross-sell NeighborWorks® Community Partners programs to our clients where appropriate
- Represent NeighborWorks® Community Partners Niagara Falls in a manner that will foster the best possible relationships with potential customers, tenants, community partners, and other external stakeholders.

- Accomplish all other duties and tasks as assigned or requested.
- Exercise sound judgment, maintains confidentiality, and follows policy and procedures.
- Attend regular departmental and staff meetings.
- Maintain strong working relationships with all NeighborWorks Community Partners regional staff.
- Other tasks that may be required to fulfill the objectives of the agency.

EXPERIENCE & QUALIFICATIONS

- Minimum 2 years proven experience as a maintenance technician or similar position.
- Basic understanding and working knowledge of electrical carpentry and plumbing, general residential apartment repairs.
- Knowledge and understanding of software technology including Microsoft Office suite, Buildium, and Salesforce.
- General knowledge of maintenance process and methods.
- Working knowledge and skillset working with power tools and machinery appropriate for residential apartment complexes.
- Ability to understand and utilize technology including work order systems, electronic safety, security and other systems pertaining to health and safety, security and management of a residential complex.
- Must possess customer service attitude.
- Strong organizational and communication skills.
- Ability to handle multiple projects at any given time and meet deadlines – at times an emergency decision may need to be made where the Supervisor cannot be reached or where circumstances do not permit prior consultation. Action will be required which is in your best judgment, prudent and necessary.
- Ability to read and understand technical manuals and drawings.
- Reliable transportation, proof of valid insurance per company guidelines and valid driver's license.

KEY SKILLS AND ATTRIBUTES

- **Customer Service** – Works with the NeighborWorks® Community Partners Niagara Falls team to provide first class customer support to internal and external stakeholders. Due to the high level of customer interaction that is instrumental to the success of this position, considerable attention will be given to the candidate's character and temperament.
- **Collaborative** - Is outgoing, personable and passionate about working with people to further the organization's mission.
- **Industry Knowledge** – Must be knowledgeable in field of work with a commitment to staying current with trends, issues and initiatives relative to all aspects of these areas.
- **Strong Communication** - Is outgoing, personable and passionate about working with people who need help making their home safe and comfortable.
- **Relationship Builder** - Can build respectful relationships with NCP clients.
- **Professionalism** - Represents NeighborWorks® Community Partners Niagara Falls in a manner that will foster and cultivate positive relations with customers, fellow team members and community partners. Is detail-oriented with good follow-up.

NeighborWorks® Community Partners Niagara Falls is a growing, dynamic organization that is a leader in the community development field. NeighborWorks® Community Partners believes in developing its employees and supports opportunities for position-appropriate training and education.

PHYSICAL DEMANDS & WORK ENVIRONMENT

- Manual dexterity and ability work on your feet for long periods of time
- Ability to occasionally lift up to 40 pounds.
- Consistent, proper use of safety equipment as recommended by equipment or system manuals.
- Problem solving skills and keen eye for detail and commitment to consistent property standards.

Due to the high level of customer interaction that is instrumental to the success of this position, candidates must be strong communicators, personable and able to relate to people from all walks of life. This is a demanding position that requires the ability to handle multiple tasks and the ability to work effectively with many different individuals and personalities. The candidate must be willing and able to participate as a team player and must be able to work successfully with a diverse range of individuals including customers, volunteers, and agency partners. One must be self-motivated, flexible, persistent, organized and very attentive to detail. **We are an Equal Opportunity Employer.** *Resumes will be accepted until the position is filled.*

If you wish to apply, please submit a Cover letter and resume to:

aeastlack@nwcommunitypartners.org

No phone calls please.