



## **JOB DESCRIPTION MAINTENANCE TECHNICIAN**

### ***Job Functions/Duties***

Job functions and job duties will be driven by work order requests from Neville managed properties or through assignment to a managed building. Responsibilities will include communicating problems; providing maintenance and repair services for managed properties as directed; providing coverage for emergency duties; and accurately recording and submitting time-keeping and work order related paperwork. Responsibilities may also include coordinating contractors visiting sites; maintaining a preventative maintenance calendar; and generally overseeing, coordinating and /or maintaining all aspects of the structure(s). The Maintenance Technician must carry a cell smart phone, provided by Neville, at all times and be prepared to respond to emergency calls related to Neville managed properties. The Maintenance Technician is responsible for the completion of all work tasks in a safe and efficient manner, in accordance with company safety standards. Other duties may be required as determined by the Property Manager or Director of Maintenance.

### ***Qualifications***

The Maintenance Technician must be mechanically inclined with a working knowledge of all aspects of building maintenance, repair and service. The Maintenance Technician must have the ability to troubleshoot problems and take appropriate action. One or more years of hands-on general maintenance experience including plumbing, electrical, appliances and painting required. Movement requirements are further detailed below and include standing for prolonged periods, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, handling, fingering and feeling.

Maintenance and repair abilities include:

- carpentry (examples: installation and repair of window/door trim, moldings, cabinet alignment, door repair/installation, replacing/repairing ceiling tiles, etc.);
- interior & exterior painting, (including six panel doors, drywall, plaster, metal & wood surfaces, etc.);
- Minor dry wall repair and taping, (examples: holes, section replacements, etc.);
- locksmithing, (examples: lockset replacement, core replacements, etc.);
- minor plumbing & HVAC repairs that do not require a license (Including changing a wax seal on a toilet, snaking out a drain, installing or repairing a faucet, etc.);
- electrical repairs that do not require a license, (including changing light bulbs, appliance repairs, etc.);
- pool maintenance (at certain sites), and;
- common area maintenance and daytime emergency janitorial duties as needed.

Other duties include:

- response to service requests;
- moving furniture and/or appliances;
- cold patching parking lot pot holes and or filling sink holes;
- application of ice melt in winter;
- minor construction; and
- any other maintenance related activities Neville may assign

A high level of service must be maintained, therefore, the successful individual will:

- be able to see and hear, after correction;



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- be fastidious about the quality of the maintenance provided by Neville and its subcontractors,
- be dependable and able to report to work regularly;
- be experienced, able to work independently and will take ownership of responsibilities;
- be able to lift and carry up to 80 lbs. on a frequent basis;
- be able to push/pull up to 200 lbs. on a less frequent basis;
- possess manual dexterity, eye hand coordination and a sense of balance;
- be personable with exceptional communication and customer service skills including the ability to read and speak English clearly;
- possess a positive attitude;
- demonstrate great attention to detail and;
- be capable of representing Neville and act as an ambassador for the Company at all times.

The Maintenance Technician is required to have his/her own set of general tools, a reliable vehicle, valid driver's license, good driving record, and appropriate vehicle insurance. Neville will provide shirts and baseball style caps with the Neville Logo. All maintenance personnel are expected to wear a Neville shirt during their normal work hours. Credit and background must be in good standing. Applicants will be required to submit to credit and criminal background checks.

### ***Hours & Commitment***

Neville offers this position as full-time, 40 hours per week, employment. The Maintenance Technician will be on the on-call rotation list for all Neville sites, which means responding to emergency calls for a 7-day period, including nights and weekends, approximately every 3 to 4 weeks.

Work hours are 7:30 AM to 4:30 PM with an unpaid, flexible hour for lunch, or such hours as may be set by Neville. As the building(s) or situation(s) dictate, additional time may be required to handle work which extends past the hours mentioned, or to respond to emergency calls. An example of this would be removal of snow early in the morning. These additional hours may be paid at overtime or the standard hours for the week may be altered to create a 40 hour work period, at the discretion of the Property Manager or Director of Maintenance.

### ***Compensation***

The compensation for the Maintenance Technician shall be paid on an hourly basis. The Neville work week runs from Wednesday through Tuesday with every other Friday as payday. Time sheets and all work orders must be submitted to the Maintenance Manager for approval at the end of each day. Time sheets are due in the office at the end of each Tuesday and must arrive no later than Wednesday at 8:00AM. Hourly pay shall be set prior to commencement of the position. Annual reviews may be affected by recommendations and budget process of the building(s) or assignment(s), as well as many other factors such as communication, work quality, attendance, etc. With the exception of emergency situations or when the site personnel has received an emergency call, all overtime situations must be approved in advance either by Human Resources, the Property Manager, Director of Maintenance or similar senior management.

### ***Vehicle/Mileage***

Neville requires the Maintenance Technician to: (a) provide his/her own truck or other appropriate vehicle capable of carrying the necessary tools and materials to various job sites; (b) maintain vehicle insurance at the



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minimum levels required by Neville's insurance carrier; and, (c) provide the fuel necessary to transport him/herself to and from the properties. Neville will provide mileage reimbursement in accordance with Neville standards. Effective 1/1/2015, the mileage reimbursement rate is 57.5¢ per mile and is subject to change. Mileage reimbursement sheets are to be turned in on the first of each month.

### ***Nature of Position***

The Maintenance Technician is a member of Neville's maintenance division and is expected to maintain a high level of service. If working at a building, the Maintenance Technician is Neville's representative at the site. If the Maintenance Technician cannot be on-site due to illness or other emergency, the Property Manager must be contacted no later than 6:00 AM to arrange for coverage.

This Job Description is meant to serve as an outline and is not intended to list all duties and requirements for which the Maintenance Technician shall be responsible. The intent of this position is to perform the necessary tasks to fulfill the work orders the Maintenance Technician is assigned and, if working on-site, to maintain the structures and grounds of the building(s) to which the Technician is assigned in a good and workmanlike manner, and within the budget constraints allowed. If Neville's workload is significantly changed, Neville may take any number of actions, including changing the nature or scope of the position at any time and for any reason. Maintenance Technicians may or may not be assigned to a specific site, or may be a roving employee, or may have both types of assignments, based on Neville's sole determination. Vermont is an "At Will" employment State and nothing in this job description is meant to limit Neville's rights as an employer.

### ***Non-Compete & Confidentiality Agreement***

As a condition of employment, the Maintenance Technician will need to sign a non-compete and confidentiality agreement. This agreement shall be provided to the prospective employee and employment shall not commence until an executed agreement is received from the Maintenance Technician by Neville.