



JOB DESCRIPTION

Job Title: Maintenance Technician
Department: Warranty/Rental Management
Reports To: Director of Operations
FLSA Status: Non-Exempt, Hourly

Position Summary:

To provide efficient and effective handyman services. Will possess a diverse set of skills, be adaptable, and have a strong commitment to delivering high-quality work.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CUSTOMER SERVICE

- Deliver product meeting Westcott prescribed standards.
- Team with corporate staff to ensure maintenance lists meet expectations.
- Help create a total quality culture within entire company.
- Respond promptly to requests from the Warranty Team and Tenant Maintenance needs.
- Conduct routine inspections to identify and address potential issues before they become major problems.

MAINTENANCE

- Perform a variety of maintenance and repair tasks, including but not limited to plumbing, electrical, carpentry, and general handyman duties.
- Install, repair, and maintain appliances, fixtures, and equipment.
- Provide input and suggestions for improving maintenance processes.

SCHEDULING

- Collaborate with other team members to ensure timely completion of tasks.
- Manage and prioritize workload to meet deadlines.
- Document and report completed work and any outstanding issues.

MATERIALS

- Order, inspect and verify quantity of materials and supplies used as part of your duties.
- Keep and manage inventory of tools and supplies, and report any shortages.

JOBSITE SAFETY

- Read and know jobsite safety plan.
- Attend regular weekly safety meetings.
- Adhere to safety protocols and guidelines while performing tasks.

GENERAL

- Maintain good relations with employees and trades.
- Complete other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Proven experience as a handyman or in a similar role. Reliable mode of transportation. Wide range of personal tools & ability to use them. Strong knowledge of various maintenance and repair techniques.

Education/Experience:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.

Mathematical Ability:

Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.

Reasoning Ability:

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Proficient in Outlook & other Microsoft tools.

Certificates and Licenses:

Valid Driver’s License.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Moderate noise is typical for this work environment. Occasional weekend or evening work required to address emergencies.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1) Employee is frequently required to stand, walk, or sit for extended periods;
- 2) frequently required to talk and/or hear;
- 3) occasionally lift and/or move objects up to 40 pounds;
- 4) occasionally required to stoop, kneel, or crouch;
- 5) frequently uses hands and fingers to handle, feel or move objects, tools or controls, to reach with hands and arms, and to write;
- 6) vision abilities include close, color, and peripheral vision as well as depth perception, the ability to adjust focus, and the ability to read;
- 7) the noise level in this environment is usually quiet to moderate, although noise levels at field jobsites can vary tremendously and become loud.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date