

## Assistant Maintenance

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Good Harbor Management LLC (“Good Harbor”), an affiliate of Alden Torch Financial LLC (“Alden”), was formed in 2016 for the purpose of providing proprietary, multifamily property management services for affordable housing assets principally owned and controlled by Alden through its numerous affiliates.

### Job Description:

The Maintenance Technician is responsible for ensuring that the community buildings, grounds, common areas and storage areas are maintained in excellent physical condition, meeting Company standards. The Maintenance Technician also delivers excellent customer service by satisfactorily resolving resident maintenance requests, as guided by Good Harbor’s policies and procedures.

### Roles & Responsibilities

**This position has responsibility for:**

- Knows and applies all Good Harbor policies, procedures and standards (see Good Harbor Policy and Procedure Manual and Employee Handbook on portal)
- Performs property maintenance including: painting, carpentry, electrical, plumbing, heating and cooling repairs, vehicle repair and equipment repair
  - Maintains all community buildings and common areas, including: office, maintenance shop, clubhouse, building walkways, recreation areas and permanent storage units
  - Walks the property on a daily basis to ensure that the streets, common areas and entrances to the property are litter-free and have a neat and clean appearance
  - Inspects and replaces exterior lighting on a regular basis
  - If certified for pool maintenance, cleans and maintains the pool, as directed
- Responds to community service orders and performs all duties assigned by Maintenance Supervisor to achieve community objectives
  - Communicates daily with Team Leader on outstanding service orders and projects
  - Provides status updates to residents and provides completed service order, when task is completed
  - Ensures resident satisfaction by completing service orders in a prompt and organized manner, within Good Harbor guidelines
  - Responds to emergency calls and service orders promptly
  - Prepares for home move-ins and move-outs, including utility connections, sidewalks, driveways, and lot preparation
    - Carries out utility connections to each home including water, sewer, gas and electric
    - Maintains all community owned homes with a two week turnaround time
- Helps keep all expenditures within budget and maintains a cost-control focus
  - Records all expenditures, obtains necessary approvals and posts receipts, per Good Harbor policy
  - Tracks and records all maintenance inventory and proactively deters theft
- Recommends capital improvements to management annually and as-needed
- Adheres to safety compliance in all aspects the job
  - Utilizes appropriate PPE, SDS and safety policies and procedures
  - Ensures all chemicals are properly labeled
  - Reports all unsafe working conditions to the Maintenance Supervisor and Community Manager immediately
  - Reports all incidents and employee injuries to the Maintenance Supervisor and /or Community within one hour of the incident

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- Demonstrates consistent, predictable attendance

### Knowledge, Skill and Competency Requirements

Competency is based in part on education, training, skills and experience. In order to perform the job successfully, an individual should demonstrate the following knowledge, skills and competencies:

- Effective verbal and written communication skills.
- Strong attention to detail and organizational skills.
- Excellent prioritization and time management skills.

### Equipment Requirement:

Required to wear a back support belt and gloves as tasks dictate. Wear appropriate shoes (no flat bottom sneakers.).

### Equipment/Machinery/Tools:

An employee in this position must be knowledgeable and skilled in the safe use and maintenance of cleaning fluids and tools, including mop, broom, vacuum cleaner, carpet cleaning equipment, buffer, step ladder, full ladder, hand tools, key-cutting machine, hand truck, wheelbarrow.

### Physical Requirements:

- Constant need (66% to 100% of the time) to be on feet.
- The employee is frequently required to use hands and fingers to operate heavy machinery such as skid steer, backhoe and lawn mowers.
- The employee will frequently utilize basic hand tools.
- The employee is regularly required to stand, walk and reach with hands and arms.
- The employee is frequently required to climb or balance, stoop, kneel, crouch and crawl.
- The employee is occasionally required to sit.
- The employee must regularly lift and /or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds.
- Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus.
- The employee is frequently required to talk and hear.
- The noise level in the work environment is usually moderate to loud.
- The employee is frequently exposed to outdoor weather conditions, including low and high temperatures.
- Writing: Inventory maintenance, requisition, requests, required maintenance reports.

### Working Environment

- Outdoors (66% to 100% of the time), all conditions, often for extended periods of time.
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

### Computer Skills:

- Must have excellent computer skills and have industry software experience. RealPage's OneSite competency will be required following specific Good Harbor's training.

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- Working knowledge of Microsoft Office.

### **Experience/Education:**

- Should possess at least two years of related experience
- Maintenance experience in a multi-family residential community is preferred
- Currently have or the ability to obtain the Certified Maintenance Technician designation from the National Apartment Association.

### **Reasoning Development**

**Moderate:** Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.

Must have a reliable vehicle to perform various management tasks. Must have proof of liability insurance for same. Willingness and ability to utilize tablet/mobile devices and software efficiently. Must be able to complete all required training within thirty (30) days of hire date.

Bondable and Valid Driver's License.