

LEAD MAINTENANCE

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

Job Description:

The **Lead Maintenance Technician** is responsible for maintaining the physical integrity of the community at all times. This involves insuring a clean and well maintained living environment for residents, visitors and staff. It is the Lead Maintenance Technician's duty to anticipate, identify and correct any and all problems involving the property and to implement procedures that will prevent such problems. An effective program of maintenance is essential in order to:

- Maintain a clean and well maintained environment.
- Cultivate resident satisfaction.
- Protect the investment of the apartment property owner.

Roles & Responsibilities

This position has responsibility for:

Conduct all business in accordance with company policies and procedures, state and federal laws; e.g., OSHA, ADA, Fair Housing, etc.

RESIDENT SERVICE

- Performs maintenance tasks personally and delegates to assistants. Oversees and occasionally inspects work performed by assistants.
- Institutes and manages system for handling resident service requests. Completes work orders within 24 hours when possible.
- Schedules maintenance personnel in conjunction with manager so that maintenance is available for emergency purposes, 24 hours a day, seven days a week.

PREVENTATIVE MAINTENANCE/SAFETY

- Conducts regularly scheduled safety meetings with entire staff; maintains and communicates HAZCOM standards. Keeps SDS sheets current and readily accessible. Maintains thorough knowledge of pertinent laws and EPA and OSHA regulations governing proper storage and management of hazardous materials, including solvents, flammables, caustics and refrigerants.
- Must be aware of the condition of the physical property throughout the community and immediately correct hazardous conditions; e.g., broken gates leading to the pool, broken steps, open holes, broken/burned out exterior lights.
- Maintains accurate records regarding preventative maintenance, service requests (received and completed), expenditures, apartment make-ready status, work-in-progress, etc.
- Schedules and performs minor and routine maintenance on all appropriate equipment on a regular basis. Inspects and maintains all tools in excellent condition.
- Indoctrinates and assists in development of all subordinate maintenance staff. Instills a "safety first" attitude not only with maintenance technicians but with all staff members.
- Instructs staff on proper use and guidelines for wearing safety items.

LEAD MAINTENANCE

GENERAL

Diagnoses and performs on a daily basis minor and routine maintenance/repair involving the following:

- Electrical and plumbing (including water lines)
 - A/C and heating systems
 - Appliances
 - 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, P.O. boxes and locks
 - Controlled access systems (where applicable)
 - Ceiling leaks
 - Walls
 - Pool areas, tile, Jacuzzi, pool furniture
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- Ensures that all make-ready repairs and services are completed correctly and on schedule.
 - Reports all major repairs and requisitions to manager prior to any expenditure of funds.
 - Possesses knowledge of budget and budget compliance.
 - Changes locks and make ready keys.
 - Removes and transfers heavy appliances and equipment from storage area to apartment (or vice versa) as circumstances warrant. Assists in moving abandoned furniture, appliances, etc., to dumpster when necessary. Use a dolly or back support belt.
 - Maintains adequate inventory of spare parts and maintenance materials to handle most common repairs and situations.
 - 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.
 - Assists in keeping grounds neat and free of litter. Maintains equipment rakes, sweeps, shovels as circumstances warrant.
 - Performs any additional duties assigned by manager or property supervisor.

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, and step ladders, full ladders, double ladders.

Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand power augers, etc.

LEAD MAINTENANCE

Measuring Devices: Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, etc.

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 - Routine duties require access to all levels.
- Push or Pull - Move equipment, appliances, open and close doors, etc.
- Reach Above Shoulder - Perform routine maintenance/repairs, stock and remove equipment.
- 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, blower, ladders, etc.):

- Over 150 lbs. - Rare need (less than 1% of the time)
- 75 - 150 lbs. - Occasional need (1% to 33% of the time)
- 25 - 75 lbs. - Frequent need (33% to 66% of the time)
- 1 - 25 lbs. - Constant need (66% to 100% of the time)

Writing: Inventory maintenance, requisition requests, required maintenance reports.

DRIVING/TRAVELING 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 property at moment's notice. Pickups and deliveries to the corporate office.

Must have valid driver's license and automobile insurance coverage.

WORKING ENVIRONMENT

Outdoors (66% to 100% of the time), all conditions, often for extended periods of time.

Occasional exposure (1% to 33% of the 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.

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.

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.