

Northern Ponca Housing Authority

Providing Homes, Creating Communities, Changing Lives



Position Description:	Maintenance Technician
Department:	Maintenance-Norfolk
Reports To:	Construction & Maintenance Supervisor
FTE:	1.0
Exempt/NonExempt:	NonExempt
Grade/Step/Amount:	
Hours of Work:	Typical hours are M-F 8-4:30, but after hours work is required as directed by supervisor
Date Revised:	12/14/2010

Job Function: The Maintenance Technician (MT) is responsible for maintaining NPHA residential units. The Maintenance Technician carries out the duties and tasks necessary to complete each maintenance work order. This position requires a working knowledge of use of construction tools and maintenance techniques. The position requires daily travel to residential units and interaction with tenants within the NPHA service area. The Maintenance Technician must be capable of using of independent judgment, tact and diplomacy. The Maintenance Technician is responsible for providing high quality customer service and timely completion of all assigned projects and tasks.

Essential Functions:

1. Performs the maintenance of residential units including preventative and seasonal maintenance activities and repairs requested by tenants
2. trouble shooting and repair of mechanical systems, appliances, windows, doors & utilities, appliances, HVAC, plumbing, and electrical systems.
3. Schedules and performs maintenance work in an efficient, cost effective and expeditious manner
4. Purchases supplies, materials and services for maintenance repairs in accordance with PO and Procurement policies
5. Responds to emergency maintenance problems during and after hours as directed by the supervisor which may include but not limited to unit repairs, appliance repairs, plumbing repairs, HVAC repairs, snow removal and any other tasks as directed by supervisor
6. Certifies the completion of work orders and provides timely reports on completed tasks & projects and performs required maintenance record keeping and inventory control duties as directed by supervisor
7. Cleans and prepares empty residential units for occupancy including completing any repairs to restore the unit to excellent condition within the scope of work on schedule and within budget
8. Assists in inspecting residential units for tenant move-ins, move-outs, annual inspections as directed
9. Assist in monitoring modernization and rehabilitation activities performed by contractors by performing on-site inspections and interviewing contractors and staff as needed.
10. Accounts for and maintains an inventory log of all tools, equipment, materials and fixtures on a weekly basis
11. Notifies the Maintenance Manager when damage of property has occurred to residential units and any other tenant violations of policy in accordance with NPHA tenant policies
12. Demonstrates home safety and maintenance practices to tenants and homeowners
13. Responds to customer service complaints, suggestions and other communications
14. Works to assure tenant satisfaction and compliance with NPHA policies

Knowledge, Skills, and Abilities:

Position Requirements:

1. High school diploma or its equivalent
2. 2-5 years of experience in maintenance and residential rehabilitation construction
3. Previous on the job experience within a property maintenance, construction, or remodeling field
4. Must be able to work with little or no supervision
5. Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures, including general carpentry, construction, plumbing, electrical, HVAC,

