

## Service Technician Job Description

### Overall Responsibility

The Service Technician is attentive to the company's goals relative to resident satisfaction and resident retention. The Service Technician is responsible for completing make-readies, conducting preventive maintenance, and maintaining the physical condition and appearance of the site. The Service Technician is required to respond when scheduled on the on-call rotation. The Community Manager has the primary authority to determine the exact "day-to-day" duties of the Service Technician. This determination will take into consideration the Technician's skills, experience, and career goals, and how they best fit into the operational needs of the property. The Service Technician will work under the tutelage of the Community Manager and/or other assigned Technicians, if applicable, and will continue to be trained with the expectation of continued development.

**Essential Duties and Responsibilities** include the following. Other duties as assigned.

### Physical Condition

- Diagnose and perform routine maintenance/repair involving the following on a daily basis:
- Electrical and plumbing (including sewer lines).
- A/C and heating systems (proper certification required for some repairs).
- 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.
- Shutters, doors, cabinets, windows, sliding glass doors.
- Boiler, gas, and electric.
- Door locks, P.O. boxes and locks.
- Security systems and fire protection equipment.
- Water Intrusion – all repairs including AMG.
- Wall repair.
- Pool area, tile, spa, pool furniture, pool system equipment, i.e. heaters, filters, pumps and motors. (if applicable)
- Assist in keeping grounds neat and free of litter. Rake, sweep, and shovel as circumstances warrant.
- Inspect vacated apartments and complete make-ready checklist. Inform Community Manager of needed services and repairs. Routinely perform duties to restore apartments to "market ready" status. Re-inspect vacant apartments after make-ready operations have been completed to determine quality of work performed.
- Maintain accurate records regarding preventive maintenance, service requests received and completed expenditures, apartment make-ready status, work in progress, etc. Constantly be aware of and report to the Community Manager the

condition of physical property throughout the community and immediately correct unsafe conditions (i.e. broken gate leading to pools, broken steps, open holes, broken/burned out exterior lights).

- Report all major repairs and needs to the Community Manager prior to any expenditure of funds.
- Maintain adequate inventory of spare parts and maintenance materials to handle most common repairs and situations.
- Identify all utility meter cut-offs, apartment and fixture cut-offs, sewer clean-outs, and prepare maps indicating same.
- Schedule and perform routine preventive maintenance on all appropriate equipment on a regular basis. Inspect and maintain all tools in excellent condition.

### **Safety**

- Perform work area clean-up and safety-related duties.
- Wear back support belt when lifting more than 25 lbs. or while performing repetitive bending and stooping functions during working hours. Use safety equipment (goggles, masks, gloves, etc.) as tasks dictate.
- Know and adhere to all federal, state, and local laws as well as all policies and procedures contained in the manuals issued by Saratoga Capital, LLC or as otherwise communicated (verbally or in writing) to associates.
- Know all log and record keeping procedures.

### **Qualifications**

- Provide own basic tools and be knowledgeable and skilled in the safe use and maintenance of the following tools:
- Hand Tools: Various wrenches, screwdrivers, grips, sledgehammer, hammer, snips, posthole diggers, saws, etc.
- Power Tools: Wrenches, grinder, sander, drill, saws, etc.
- User-Moving Aids: Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, step ladders, full ladders, double ladders.
- Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand powered augers, etc.
- HVAC and EPA certification and working knowledge of HVAC systems preferred. Measuring Devices: Voltmeters, ohmmeters, testing meters, moisture meters, PH tests, etc.
  - 1 – 2 years related experience.
- Ability to provide customer service with direction. Must have demonstrated customer service skills.
  - Multi-Family experience helpful.
  - 1 year in current position before advancement opportunity.

### **Customer Service Requirements**

- Demonstrates commitment to deliver outstanding customer service.
- Takes ownership to personally resolve customer problems (or find someone who can).
- Committed to following-up with customers in all instances in a timely manner. Strong sense of accountability - ensures that you will do what you say that you are going to do.
- Creates a personal connection with customers – smiles, warm greetings, acts friendly and respectful, listens.

### **Physical Requirements**

- Constant need (66% to 100% of time) to be on feet.
- Have frequent need (66% to 100% of time) to perform the following activities:  
Bend/stoop/squat/kneel – Perform routine maintenance/repairs, pick up debris.  
Climb stairs – Routine duties require access to 2<sup>nd</sup> and 3<sup>rd</sup> floor apartments
- Push or pull – Move equipment, appliances, open and close doors, etc.
- Reach above shoulders – Perform routine maintenance/repairs, paint, stock and remove equipment.
- Climb ladders - perform routine maintenance repairs.
- Grasping/turning – Handle tools and equipment; perform routine maintenance and repairs, phone.
- Finger dexterity – Handle tools and equipment, perform routine maintenance and repairs. Lifting / carrying – supplies, blowers, ladders, etc.
- Over 150 lbs. – rare need (less than 1% of time)
- Between 75–150 lbs. – Rare need (less than 1% to 33% of time)
- Between 25-75 lbs. – constant need (66% to 100% of time)
- Between 1-25 lbs. – constant need (66% to 100% of time)

\*Note: Lifting and carrying weights exceeding 50lbs. is often best accomplished with assistance from one or more person. Examples of heaviest items lifted include washer/dryers, A/C units, abandoned sofas, etc.

### **Vision Requirements**

- Constant need (66% to 100% of time) to document maintenance and complete forms, review manuals and operating instructions, read cautionary labels, respond to written instructions from staff and residents. Constant need to see small detail when performing routine maintenance duties.
- Frequent need (33% to 66% of time) to see things clearly beyond arm's reach (oversee assistants, observe problems throughout property).

### **Hearing Requirements**

- Constant need (66% to 100% of time) to communicate with assistants, residents, vendors, and on-site staff. Must have listening skills to diagnose needed repairs, etc.

### **Speaking Requirements**

- Constant need (66% to 100% of time) to verbally communicate with residents, vendors, and staff.
- Proficient in English language.

### **Driving Requirements**

- Occasional need (1% to 33% of time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotating "on-call" status may occasionally require expedient travel to assigned property at a moment's notice.
- Safe driving and maintenance care of the maintenance carts.  
Valid driver's license.

**Working Environment**

- Constantly indoors (66% to 100% of time). Frequently outdoors, all conditions, often for extended periods (33% to 66% of time).
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example, apartment immediately after make-ready. Frequent need (33% to 66% of time) to work in awkward and confining positions.

**Reasoning Development**

Apply common sense understanding to carry out simple one to four step instructions. Deal with standardized situations with occasional or no deviations from standard procedures.

*Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.*

**Associate Acknowledgement:**

I acknowledge that I have received a copy of this job description and that it is my responsibility to read and understand it. I certify that this current job description accurately describes the primary duties of my job as I am to perform it. If I have any questions about this job description or my job duties at any time during my employment, I understand that I should ask my Community Manager.

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**Associate Signature      Date**

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**Print Associate Name**