



JOB DESCRIPTION

JOB TITLE: Maintenance Technician Lead

DEPARTMENT: BEAR Property Management

REPORTS TO: Director of Facilities Maintenance

SUMMARY: Maintaining and repairing physical structures of buildings and maintaining grounds.

DUTIES AND RESPONSIBILITIES:

- Assist Director of Facility Maintenance and Field Maintenance Supervisor in the development, education, and supervision for the maintenance team.
- Maintain and repair heating, ventilation and cooling units for commercial and residential properties as per written work orders or verbal instructions from supervisor.
- Diagnose and repair mechanical and electrical components. Obtain replacement parts, calibrate to manufactures recommendations and communicate plans to repair/replace to customers.
- Work with dispatch and travel to job sites to ensure schedule is maintained and any delays are properly communicated to customer.
- Be available to work on-call nights or weekends, on a rotating basis, to service emergency needs of customers.
- Maintain good working order of company vehicle including refueling as necessary, reporting any mechanical issues, and filling out and submitting monthly vehicle inspection form; vehicles should be washed on a regular basis.
- Maintain proper inventory of parts, tools, and safety equipment in the vehicle.
- Document all installed equipment upon arrival: make, model, serial number, type of fuel, necessary test measurements, and pictures as necessary. Deliver data collected to maintenance office staff.
- Participate in company provided training opportunities on latest industry technologies. Identify and report to owner potential opportunities for additional business (newer system, service contracts, and additional services
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- High school diploma or general education degree (GED)
- Six years' experience in residential and commercial property maintenance.
- Valid driver's license
- Must have competent skills using a variety of tools.
- Demonstrated ability to plan and prioritize tasks in a self-directed work environment and maintain high levels of productivity without direct supervision.
- Detail oriented.
- Able to work in a team environment and take direction.
- Able to stand and exert fast-paced mobility for entire shift.
- Able to maintain balance, lift, bend, kneel and stoop.

COMPETENCIES:

- **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.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **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.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Occasionally required to sit
- Continually required to utilize hand and finger dexterity
- Frequently required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Frequently required to utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Frequently required to lift/push/carry items up to 50 pounds
- Occasionally required to lift/push/carry items more than 50 pounds
- Occasional exposure to wet and/or humid conditions (non-weather)
- Occasionally work near moving mechanical parts
- Occasionally work in high, precarious places
- Occasionally required to work around fumes, airborne particles, or toxic chemicals
- Frequent exposure to outside weather conditions

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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