

Community Maintenance Assistant

Position Description

GL Code: 6150-1000

Reports To: Maintenance Supervisor

FLSA Status: Non-Exempt

Essential Duties and Responsibilities

The Community Maintenance Assistant is responsible for assisting the Maintenance Team in completing tasks that ensure the community meets safety, appearance, and operational standards established by Capstone Management, UMBC, and MEDCO ('the partners').

Work areas include Heating, Ventilation, Air Conditioning (HVAC), Appliances, Electrical, Plumbing, Furniture Repair, Painting and turn-related activities, Custodial, and Keys/Locks. In addition, the CMA is an integral part of the afterhours response system.

Primacy Job Responsibilities

1. Split hours with other CMAs when the Leasing Office is closed to respond in person within 15 minutes of the request
2. Duty:
 - a. Serve in the CMA on-call "duty" rotation which includes being available by phone during assigned duty week, refraining from consuming alcoholic beverages during on-call week and remaining within a 15 minute or less return time of Walker during on-call weeks. Take all duty calls and forward as appropriate (i.e. maintenance professional on call or leasing office professional on call).
3. Perform 3 hours per week during business hours to participate in staff meeting, assist with work orders, etc.
4. Respond quickly and courteously to resident requests for maintenance service, troubleshoot the source of difficulty, and take appropriate action to repair and/ or restore service within the quality and time standards established for the community.

General Job Responsibilities

1. Assist in maintaining the overall appearance and cleanliness of the community, including the grounds, amenities, building exteriors, breezeways, curbs, signage, leasing office, central garbage areas, and parking lots.
2. Complete the "turn" process (including painting and carpet cleaning) on vacant apartments for move-in by new residents as directed by the Maintenance Supervisor within the required timeframes and to the quality standards set by the community; such occurrences happen.
3. Follow established procedures for accessing and removing tools, supplies, equipment, and other materials from the service shop, and assist the

Maintenance Supervisor in appropriately stocking the shop inventory to take full advantage of cost-effective buying methods.

4. Follow COCM's and Walker Avenue Apartments' operating and safety policies and procedures, and comply with federal, state, and local laws ordinances that pertain to apartment industry and to the maintenance of the community, including Fair Housing, OSHA, and the 1990 Clean Air Act.
5. Complete paperwork and other documentation associated with service requests, as well as administrative and accounting reports as required.
6. Look for and act on opportunities to promote COCM and to support the community in achieving goals related to resident satisfaction and retention.
7. Attend all staff meetings and training programs (including online training) and participate in on-going training with the Maintenance Supervisor on an as-needed

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- *Problem Solving* - Identifies and resolves problems in a timely manner and analyzes information skillfully; develops alternative solutions.
- *Technical Skills* - Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others; willingness to train others in the maintenance department.
- *Customer Service* - Responds promptly to customer needs; responds to requests for service and assistance.
- *Interpersonal Skills* - Focuses on solving conflict, not blaming; keeps emotions under control; remains open to others' ideas and tries new things.
- *Oral Communication* - Speaks clearly and persuasively in positive or situations.
- *Written Communication* - Writes clearly and informatively.
- *Teamwork* - Contributes to building a positive team spirit.
- *Quality management* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- *Cost Consciousness* - Works within approved budget; conserves organizational resources
- *Diversity* - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- *Ethics* - Treats people with respect; keeps commitments; works with integrity and ethically.
- *Organizational Support* - Supports organization's goals and values.
- *Judgment* - Exhibits sound and accurate judgment; includes appropriate people in decision-making process; makes timely decisions.
- *Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently.
- *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.
- *Qualify* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; monitors own work to ensure quality.
- *Quantify* - Meets productivity standards; completes work in timely manner.

- *Safety and Security* - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- *Attendance/ Punctuality* - Is consistently at work and on time.
- *Dependability* - Follows instructions, responds to management direction; responsibility for own actions; keeps commitments; commits to long of work when necessary to reach goals; completes tasks on time or appropriate person with an alternate plan.
- *Initiative* - Volunteers readily; asks for and offers help when needed.

Qualifications, Education and/or Experience

Background check and drug test required; High School diploma; experience working in/around facilities and maintenance issues

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondences.

Mathematical Skills

Ability to calculate figures and amounts such as area, circumference, and volume. Ability to apply mathematic concepts

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Physical Demands

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; smell and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch, climb ladders or crawl. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 25-50 pounds. Specific vision abilities required by this job include close and distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to wet and/or humid conditions; moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

Computer Skills

Prefer knowledge of Microsoft Word, Excel, and Outlook. Ability to “clock-on” time and management time in/out will be expected. Ability to navigate and successfully complete online training courses as required.

Compensation

- **\$12 per hour for scheduled time approved by Maintenance Supervisor**
 - **On-Call Duty Pay:**
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-3 hours of pay per duty week (regardless of number of responses)

-3 additional hours of pay when responding, unless task requires more that
