



## Property Management Facilities Team

*Position: Maintenance Technician*

### **Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

### **Position Summary:**

The Maintenance Technician is responsible for the internal and external upkeep, repair, and planned management of all Father Bill's & Main Spring owned or operated properties throughout the south shore. Maintain a safe and hazard-free living and working conditions in all buildings. This is a Full-time/40 hours per week position reporting to the Property Management Facilities Manager. 2+ years of experience in the property maintenance, or equivalent combination of education and experience and a valid driver's license is required.

### **Essential Responsibilities:**

- Respond to assigned work order requests in a timely and professional manner in accordance with the Property Management Facilities priority classifications.
- Communicate with all parties on the status or updates on work orders utilizing the Property Management Maintenance work order system.
- Report hazardous and/or unsafe conditions to the Facility Manager for immediate resolution.
- Perform general/light repairs such as but not limited to plumbing, electrical, HVAC, carpentry, appliance, and window reglaze.
- Maintain the upkeep of property grounds (i.e., mowing, snow removal, shrub/plant care).
- In conjunction with the Facilities Manager, ensure that property inspection report and preventive maintenance is updated for efficiency of building and in compliance with funded program source.
- Pick up and deliver of donations and furniture to properties as needed.
- Participate on weekly on-call rotation for off-hours and emergency work order requests during evenings, weekends and holidays as needed for urgent and emergency response.
- Collaborate with Facility Manager, operations and programs support on best solutions and communication surrounding planned maintenance and/or projects.
- Clean and repair units as needed for property turnover.

## Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

## Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel is required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.