

WALLA WALLA HOUSING AUTHORITY

POSITION OUTLINE

Position Title: Maintenance Technician-I

Reports To: Maintenance Director

Name of Incumbent:

Outline Revised Date: 04/04/2008

MISSION STATEMENT

The Walla Walla Housing Authority creates housing choices and energizes neighborhoods while focusing on providing opportunities for low to moderate income families to prosper with dignity and respect.

VISION STATEMENT

The Walla Walla Housing Authority effectively increases housing options and partnerships to create healthy communities where people choose to live, work and play.

CORE VALUES:

Respect – Integrity – Compassion – Commitment – Fairness – Community – Trust – Quality

WORK ENVIRONMENT:

The position incumbent works on field sites to perform job functions.

PHYSICAL: Work is performed in field site environment.

MENTAL: The incumbent must be capable of working closely and cooperatively with other people, both within and outside the organization.

ENVIRONMENTAL: Office environment; exposure computer screens. Field conditions include driving and being exposed to outdoor environmental elements.

JOB SUMMARY:

This position performs unskilled and semi-skilled maintenance and repair tasks on buildings, apartments, grounds, and equipment. He/she is required to demonstrate rudimentary knowledge of basic heating, carpentry, plumbing, and electricity, in the performance of his/her responsibilities.

Employee Classification: Regular Full-Time

Department of Labor Classification: Non-exempt

SUPERVISION EXERCISED:

Supervisory responsibility is not a function of this position

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

The following represent the major essential and secondary duties of the position, however they are not intended to be all-inclusive. The Housing Authority reserves the right to change, reassign, or combine job duties at any time.

ESSENTIAL JOB FUNCTIONS:

1. Perform routine maintenance in response to maintenance requests (work orders) issued through the Maintenance Manager
 - The work involves routine maintenance using hand and power tools and equipment to perform routine maintenance repairs to building, furniture and fixtures.
 - Performs structural repairs such as repairing holes in walls, installing doors and locks, cabinets, and replacing glass, etc.
 - Performs minor plumbing tasks such as repairing and/or replacing toilets, faucets, valves, water heaters, garbage disposals, and sinks using a variety of equipment such as plumbing snakes, pipe wrenches, soldering iron, propane torch, etc.
 - Performs minor electrical tasks such as resetting circuit breakers, replacing 110v-220v outlets, changing light bulbs and globes, repairing and replacing light fixtures and outdoor lighting systems, etc.
 - Inspects, replaces, and maintains smoke detectors.
 - Performs reset operation of elevator as necessary.
 - Performs pest control tasks by applying chemicals not requiring a license to control insects and rodents.
 - Repairs window shades/blinds by measuring and cutting to fit.
 - Performs floor tile installation by removing the old tile, scraping down the floor surface to remove old adhesive, applying new adhesive to the floor surface and then laying the tile properly.
2. Perform all routine grounds work on year-round basis
 - Using a variety of hand and power equipment including gas and riding mowers, front-end loader, grinders, chipper, chain saw, blowers, gas hedge trimmer and edger, power washers, parking lot stripers, etc.
 - Performs minor equipment repair.
 - Performs minor building and grounds maintenance and repairs through the use of such tools and equipment as common hand tools, grass cutters, wrenches, pipe cutters, drain augers, shovels, rakes, lawnmowers, snow blowers, caulking guns, trowels, etc.
 - Clears snow and ice from buildings and grounds by shoveling, operating a snowplow, snow blower, etc., to ensure tenant and WWHA employee safety.
3. Perform routine preparation of Housing Authority owned/managed housing units for incoming tenants
 - Cleans appliances such as stove and refrigerators and moves appliances as required.

- Cleans vacate units in preparation for leasing per established standards and utilizing appropriate equipment and cleaners.
4. Prepare appropriate documentation to support all tasks performed.
 - Completes work orders by detailing time spent, materials used, location of work, summary of work performed, etc.
 - Documents electric meters, safety items, water upkeep, etc., to ensure that UPCS are met in Housing Authority owned properties.
 - Reports issues of concern immediately to supervisor.
 5. Maintain professional and technical knowledge by attending educational workshops.
 - Review professional publications
 - Establish personal networks
 - Promote WWHA programs
 6. Perform other essential duties and tasks as assigned.
 7. Position is required to fulfill a scheduled 40-hour workweek.

SECONDARY JOB FUNCTIONS:

1. Provide back up to Groundskeeper and Site Coordinator positions.

SERVICE OBJECTIVE: Responsibilities to Citizens and Taxpayers

- Courteous and respectful.
- Responsive to citizen requests.
- Performs job in a professional and ethical manner.

SUPPORTIVE WORK ENVIRONMENT

- Treat co-workers with respect.
- Support a positive work environment.
- Communications.
 - a. Keep others informed of work issues and programs by maintaining quality communications.
 - b. Work to resolve issues of conflicting personalities and needs.

ORGANIZATION IMPROVEMENT:

- Commitment to a philosophy of quality.
- Display initiative to resolve problems, capitalize on opportunities in the job and assist co-workers when possible.
- Cost-effective use of WWHA's resources.

QUALIFICATIONS:

MANDATORY QUALIFICATIONS: The incumbent must possess the following knowledge, skills and abilities or be able to explain and demonstrate that she/he can perform the essential functions of the job, with or without reasonable accommodation, using some other

combination of skills and abilities.

1. Requires knowledge of and experience in:
 - All phases of basic building repair and maintenance.
 - Building materials, construction and maintenance methods and practices.
 - Outside landscaping.
 - Use of basic mechanical hand and power tools and equipment.
 - Project management, organization, and negotiating techniques.
 - Principles and practices of communications.
 - Computer and manual filing systems.
 - Principles and practices of customer service.
 - Oral and written communication skills.
 - Principles and practices of administration, supervision, and training.
 - Applicable laws, codes, regulations, policies, and procedures.
 - Interpersonal skills using tact, patience, and courtesy.

2. Requires ability to:
 - Interpret, apply, and explain rules, regulations, policies and procedures.
 - Establish and maintain cooperative and effective working relationships with others.
 - Operate a computer and assigned office equipment.
 - Analyze situations accurately and adopt an effective course of action.
 - Work independently with little discretion or supervision, as well as work as a team member.

 - Plan, organize and meet deadlines.
 - Control information communicated/marketed and technology systems in accordance with established policies and procedures.
 - Read and write English; perform and understand basic mathematical calculations, interpret, and implement written instructions, etc.
 - Hear and speak English effectively, both orally and in writing, to exchange information and make presentations.
 - Maintain confidentiality
 - Work with multiple demands in an effective, productive manner.
 - Perform heavy lifting (up to 80 pounds), with use of hand truck/cart and/or assistance from others; may be lifted from two to four feet and carried up to 20 yards.
 - Perform bending (up to 90 degrees), stooping, crouching, climbing (sometimes exceeding 20 feet), twisting (up to 180 degrees), crawling, work above head, and/or work in confined spaces.
 - Be fitted for and medically cleared to wear negative pressure half-face respirator/mask.
 - Be accessible for continuous 24-hour call.
 - Handle emergencies with intelligence and purpose (ie: call 9-1-1 when appropriate, access hospital emergency room, notify supervisor, complete Incident Report form, etc.).

3. Requires possession of high school diploma or GED equivalent.

4. Requires possession of valid Washington or Oregon Driver's license and evidence of a good driving record, plus previous experience driving maintenance-related vehicles.

5. Must be able to pass police background check to verify the lack of a past criminal record.
6. Must have good manual dexterity, including eye/hand coordination, finger dexterity, etc., in operating hand and power tools, maintenance equipment, telephone system, computer keyboard and related software, computer printers, adding machine, telephone system, fax machine, photocopier, typewriter, stamp machine, and other maintenance and/or office equipment.
7. Must be bondable.
8. Requires commitment to the goals of the Housing Authority.
9. Requires knowledge of available resources, dynamics of human behavior of individuals and groups.
10. Requires experience working with people of low-income, in a multi-ethnic, multi-cultural environment.
11. Requires principles of mediation and negotiations.
12. Requires ethics and professionalism and use of principles of community relations, while using tact and good judgment.
13. Must be capable of analyzing situations accurately and adopt an effective course of action.

SECONDARY QUALIFICATIONS AND/OR EDUCATION: Although not mandatory, the following qualifications will enhance an individual's chance for success in the job and are desirable.

1. General contracting background helpful in providing an understanding of building techniques, purchasing procedures, additional vendor knowledge, etc.
2. Knowledge of HUD and WWHA maintenance standard.
3. Possession of and ability to maintain pest chemical applicators cards issued by the appropriate government agency.
4. Bi-lingual, English/Spanish.

The statements contained here reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

The WWHA complies with State and Federal laws and regulations relating to discrimination in employment, including the Americans with Disabilities Act (ADA) of 1990. WWHA does not discriminate on the basis of handicapped status in the admission or access to its federally assisted

programs or activities.

SALARY RANGE:

Per Personnel Policy.

I certify that my supervisor has explained the above position outline to me.

Employee's Signature

Date