

Roving Service Maintenance Technician II

Department: Property Management

Location: Based in Boston, Worcester, Hartford, New Haven or Philadelphia.
Regular travel to various properties anticipated

The Community Builders, Inc. (TCB)

Join a growing organization that is strengthening neighborhoods across the nation! The Community Builders, Inc. (TCB) is one of America's leading nonprofit real estate developers and owners. Our mission is to build and sustain strong communities where people of all incomes can achieve their full potential.

Position Description:

Under the direction of the Portfolio Maintenance Manager, the Roving Service Technician II is responsible for performing repairs to building exteriors, common areas and apartments, servicing building systems and performing apartment turnover preparation at the certified technician level (HVAC, plumbing, electrical, carpentry, etc.). Level II Service Technicians should have a high degree of building trades knowledge, as demonstrated by certification at a technical school, and at least 2 years of experience in a facilities technician role.

The Roving Service Technician II will support properties throughout the Northeast corridor to supplement the maintenance of TCB properties with upcoming physical inspections including HUD REAC inspections, addressing a higher than anticipated volume of turn overs or work orders, and filling temporary maintenance staff vacancies, including but not limited to planned vacations.

The successful candidate must have an excellent customer service focus, be able to work collaboratively in a positive, productive relationship with the other team members, be a fast learner able to understand the building systems and challenges without significant orientation, and be technically skilled and self-directed to work independently.

Essential Functions:

- Prepares and performs necessary repairs and preparations to vacant apartments for new residents as directed by the PMM or area service manager.

- Diagnoses problems and repairs in the areas of electrical, plumbing, carpentry and HVAC, and repairs/replaces appliances as needed. This includes but is not limited to: windows, doors, all fixtures, painting, grout and tile work, keys and locks and grounds maintenance including snow removal from walkways, parking lots and buildings.
- Repairs items discovered in property walk-through related to physical inspections and updates tracking documentation to ensure repair items critical to inspection success have been achieved.
- Responds to all service requests and on-call emergencies in a timely and professional manner when filling in for a temporary staffing vacancy while on assignment.
- Provides preventive maintenance for buildings' systems, equipment and components, as assigned.
- Oversees preparation for critical site inspections, including HUD REACs.
- Regular weekday travel up to 15 business days per month, as assigned by the Portfolio Maintenance Manager. Salary to reflect travel expectation.

Knowledge, Skills and Abilities:

- Strong communication skills required. Must be comfortable with influencing the work of site staff without formal supervisory authority.
- Knowledge of all hand and power tools, cleaning supplies, and protective equipment.
- Ability to work independently and exercise significant discretion related to a range of maintenance issues and decisions.
- Valid Driver's License and reliable transportation.
- Strong attention to detail, organizational, time-management and problem solving skills. Must be able to effectively prioritize and quickly shift focus when needed.
- Superior customer service skills including the ability to manage difficult customers and/or situations.
- Ability to read, write, understand and communicate in English.
- Basic computer skills, including industry software a plus.
- Knowledge of Federal Fair Housing Laws & Guidelines a plus.
- Sense of humor, poise and strong work ethic critical to success.

Physical Demands & Work Environment:

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must be able to remain in a stationary position 50 percent of the time.
Occasionally ascends/descends a ladder to service the lights and ceiling fans.
Frequently moves equipment weighing up to 100 pounds across sites.
- Constantly works in outdoor weather conditions.
- Willingness to fly or drive to remote properties

Education & Experience:

- High School diploma or equivalent required. Some trade school desired or 5 years of progressive responsibility in property management, hospitality or retail experience required.
- Minimum of 2 years of advanced hands-on repair experience at Technician II level in one or more building trades.
- Industry-Trade certifications/Degrees (NAHMS, CAMT, OSHA, HVAC, ETC) preferred.

Please send all resumes and cover letters to Joseph.le@tcbinc.org

The Community Builders, Inc., is committed to ensuring diversity in its workplace, and applicants from diverse backgrounds are strongly encouraged to apply.

EOE Minorities/Females/Protected Veterans/Disabled