



JOB DESCRIPTION

Maintenance Technician

Reporting To: Manager, Facilities

EEO Category: Technicians

Created: 11/1/2017

FLSA Classification: Non-Exempt

PRO: Miscellaneous Positions

Modified: 5/30/2018

POSITION SUMMARY

This position is responsible for the day-to-day maintenance of all Aspire buildings and grounds, and will perform a variety of tasks, such as plumbing, electrical, general carpentry repairs and painting. This position will be required to be on rotation on-call (24/7) schedule.

ESSENTIAL RESPONSIBILITIES

General Maintenance (75%)

- Maintain general upkeep of Aspire properties, such as plumbing, electrical, general carpentry repairs, drywall, painting, etc., according to company policies/procedures and safety standards
- Perform scheduled and unscheduled service requests and/or repairs and ensure they are completed correctly and in a timely manner
- Perform routine ground maintenance, as directed by Facilities Manager to include, but not limited to, clearing ice and snow, collecting trash on the grounds, landscaping and lawn maintenance, etc.
- Service heating and cooling units/systems and check building temperatures and adjust, as needed
- Conduct safety equipment checks for all facilities, which includes fire extinguishers, emergency lights, exit lights, and alarm systems
- Perform on-call in a weekly rotating schedule

Customer Service (10%)

- Interact with staff and clients in a positive, helpful and professional manner via phone or in person
- Respond promptly to staff requests via telephone, email or in person
- Provide accurate information regarding Aspire procedures and/or policies

Coordination and Communication (5%)

- Build and maintain a strong network of external relationships with vendors
- Build and maintain strong working relationships with Aspire staff and supervisors
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Provide ongoing communication and feedback to Facilities Manager regarding position responsibilities and/or facility concerns

Reporting & Documentation (5%)

- Provide correct and appropriate documentation for all safety equipment checks, including fire extinguishers, emergency lights, exit lights, and alarm systems
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, trainings requests, TB documentation, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Participate in the external accreditation activities and surveys, such as REAC and Joint Commission
- Proactively create and execute a professional development plan to stay current within field

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Flexible** – Ability to move between multiple locations as required for position, quickly adapt to the consumer and the location, and address emergent situations
- **Problem-Solver** – Critical, technical thinker in solving problems and completing tasks
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for staff, vendors and/or other business contacts
- **Conscientious** – Repeatedly produces consistent and precise work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff, vendors and/or other business contacts in an organized, efficient, and steady manner
- **Detail-oriented** – Ensure accurate record keeping in regards to safety checks and maintenance requests

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- High School Diploma or Equivalent required

Experience

- Minimum of two (2) years' experience in general maintenance required
- Knowledge of residential and/or commercial systems components, such as HVAC, plumbing, electrical, carpentry highly preferred
- HVAC and/or EPA certification, a plus
- Facilities experience in a mental health facility or healthcare setting preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must possess the ability to learn and/or operate relevant technology, such as computer, laptop, tablet and/or smart phone, and operate a variety of office equipment (fax machine, copier, scanner, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and the ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, as well as Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Must be able to work from a ladder, lift at least 100 lbs., operate hand and power tools (hammers, saws, screwdrivers, drills, power saws, chainsaws, etc.), and drive large and small trucks with standard or automatic transmissions
- Must maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Physical Demands & Working Conditions

The nature of work may generate considerable physical (transporting, moving, lifting, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobile office environment with heavy travel within the community
- Heavy exposure/use of computers, tablets, cell phones, etc.
- Daily, weekly, monthly, and annual deadlines
- Ability to communicate effectively by phone or in person
- On-call responsibilities after working hours and on holidays to manage emergencies that may arise and participate in on-call rotation
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Ability to be physically mobile (stand, walk, reach, use hands and fingers, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours
- Ability to work from a ladder, operate hand and power tools (hammers, saws, screwdrivers, drills, power saws, chainsaws, etc.), and drive large and small trucks with standard or automatic transmissions
- Manual dexterity sufficient to operate keyboard, telephone, calculator, hand and power tools (hammers, saws, screwdrivers, drills, power saws, chainsaws, etc.), and the ability to write and/or type
- Must be able to lift and/or move at least 100 lbs
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name