



Job Title:	Maintenance Services Technician – Intermediate
Department/Location:	All ULI buildings
Reports to:	General Maintenance Manager
Position Supervises:	N/A
Fair Labor Standards Act (FLSA) Status:	Non-Exempt; Hourly
Employment Status:	Full Time
Revision Date:	4/1/2022

JOB SUMMARY

The basic function of the Maintenance Services Technician is to ensure that Urban Land Interests properties and physical assets are well maintained at all times. The maintenance services technician provides service related to all aspects of property management and building maintenance. The position requires the ability to work on varied assignments and achieve excellent outcomes for our tenants, residents and customers. The incumbent regularly responds to service calls, utilizing their interpersonal skills and training to provide the highest quality customer service.

The Maintenance Services Technician shall directly assist the customer with the maintenance and repair of facility systems, fixtures and equipment. The position is responsible to work within company guidelines, policies and procedures completing tasks in a timely manner.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Maintain a professional courteous manner with all tenants, vendors, contractors, and fellow employees.
- Uses skills to investigate problems, develop solutions, and plan work, providing excellent outcomes.
- Troubleshoots and repairs facility furniture, fixtures and equipment, and fixtures
- Completes facility rounds and equipment checks as required
- Alerts the Services Coordinator of any unusual occurrence and/or damage that have taken place or that may occur
- Completes tasks related to the “Preventative Maintenance Program” as assigned
- Participates in the on-call rotation for emergency service outside of regular business hours
- Installs major mechanical and facility equipment
- Participates in snow removal activities
- Monitor and maintain all building systems as assigned
- Sources materials and equipment
- Accurately keeps records and completes paperwork for payroll, work requests, and the preventative maintenance system
- Other duties as required.



NONESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Teaches lower skill level team members
- Contributes to the capital planning for the portfolio
- Assist with lower skill level activities

JOB KNOWLEDGE, SKILLS & ABILITIES

- General building maintenance practice and procedure
- Facility life safety code
- Pertinent department policies and procedures
- Customer service techniques
- Computer software such as Microsoft Office Suite
- After the orientation period, a working understanding of the ULI facility portfolio buildings and system.
- To follow ULI guidelines, policies and procedures
- Take direction from supervisors
- Develop skills and continuously advance ones knowledge
- Organize personal work and work space
- Research and interpret information building broad based knowledge of intricate building systems
- To read and interpret building plans and other documents
- Use a computer, and the internet to source information
- Understand manufactures suggested maintenance practice, manuals, and information
- Provide solutions to problems
- Troubleshoot and repair ULI properties and equipment
- Work in high places and climb ladders, work in confined spaces, and work in inclement weather conditions
- Adapt to changing work priorities; meet deadlines and schedules
- Maintain a work pace appropriate to a given workload
- Work effectively with frequent interruptions
- Work under pressure while maintaining composure during emergent situations
- Establish and maintain effective and harmonious working relationships with customers, tenants, fellow employees, and managers
- Maintains consistent, punctual and regular attendance
- Has a vehicle at their disposal for on-call and parts pick up
- Ability to lift 50 lbs. continuously and 70 lbs. occasionally.

EDUCATION/CERTIFICATION/LICENSURE

- The position requires a high school diploma or GED and completed course work in industrial maintenance or similar field.
- A combination of education and demonstrated experience that will provide the knowledge, skills, and abilities to succeed in this position is required.



EXPERIENCE

- 3 years of experience in facility maintenance, construction or skilled trade is required.
- For internal ULI candidates' education and experience requirements are reviewed and determined on a case by case basis.

WORKING CONDITIONS

- Inclement weather, cold and hot temperatures, snow and rain
- Confined spaces
- Working at height on rooftops
- Dusty conditions
- Work in close proximity to machinery

PHYSICAL REQUIREMENTS

	NOT REQUIRED	OCCASIONALLY (33%)	FREQUENTLY (66%)	CONTINUOUSLY (100%)
Standing				X
Walking			X	
Sitting			X	
Lifting			X	
Carrying			X	
Pushing			X	
Pulling			X	
Climbing			X	
Balancing			X	
Stooping		X		
Kneeling		X		
Crawling		X		
Reaching			X	
Handling			X	
Speaking			X	
Hearing			X	
Seeing				X
Color Vision				X



Urban Land Interests

Depth Perception				X
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I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): _____

Employee Signature: _____ Date: _____