



Internal Job Posting

Job Title:	Maintenance Service Technician-Level 2
Department/Location:	Commercial Operations/Madison
Reports to:	General Maintenance Manager
Fair Labor Standards Act (FLSA) Status:	Hourly/Non-Exempt
Employment Status:	Full Time
Revision Date:	10/2020

JOB SUMMARY:

The basic function of the Maintenance Services Technician-Level 2 is to ensure that Urban Land Interests properties and physical assets are always well maintained. 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

- Establish and maintain effective and harmonious working relationships with customers, tenants, fellow employees, and managers
- 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
- 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
- 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
- Assists with testing of building systems including but not limited to: Life Safety systems, Generators, and Sprinklers systems
- Participate in discussions to develop consistent practices within the organization
- Participate in discussions to develop practices that create an efficient workflow and environment
- Complete grounds work as directed by the General Maintenance Manager which may include picking up trash, snow removal and maintaining landscaping beds and other areas



NONESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Teaches lower skill level team members
- Assist with lower skill level activities
- Complete grounds work as directed by the General Maintenance Manager which may include picking up trash, snow removal and maintaining landscaping beds and other areas
- Carry cell phone as required for on-call maintenance
- Responsible for 24-hour emergency maintenance service as scheduled
- Adapt to changing work priorities; meet deadlines and schedules
- Maintains organized workspace

QUALIFICATIONS

- Knowledge of general building maintenance practice and procedure
- Comfortable with e-mail, payroll, office 365 and internet
- Knowledge of facility life safety code
- Ability to perform research and interpret information; building broad based knowledge of intricate building systems
- Ability to interpret manufacturer's suggested maintenance practices, manuals, and information
- Work under pressure while maintaining composure during emergent situations

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

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
- Work in high places and climb ladders, work in confined spaces, and work in inclement weather conditions
- Ability to lift 50 lbs continuously and 70 lbs occasionally

TO APPLY

Qualified candidates may forward resume and cover letter to Human Resources at HR@ULI.COM and include **"Maintenance Service Technician"** in the subject line.

##