

Position: Lead Maintenance Technician

Location: Blairs District Assigned Building(s)

Reports to: Senior/Property Manager Assigned Blairs Building(s)

Indirect Reports to: Blairs Facility Supervisor

Position Type: Full Time

Essential Duties and Responsibilities:

The Lead Maintenance Technician provides the highest level of customer service to existing and potential residents, demonstrated through both attitude and a sense of urgency to respond to customers' needs. The lead maintenance technician onsite assumes proactive and proprietary interest in maintaining the physical asset of the property under the direction of the Property Manager with technical support from the Blairs Facilities Supervisor, Chief Engineer, and VP of Engineering.

Key responsibilities include, (but are not limited to):

- Work closely with Facilities Supervisor, Chief Engineer, and VP of Engineering to coach and develop building maintenance technicians including training, personnel development
- Assign maintenance service requests to themselves and other team members and ensure the timely completion.
- Responsible for the vigilant pursuit of improvements or repairs needed on a proactive basis (without a service request assigned).
- Responsible for the coordination and recordation of all maintenance/safety related inspections (i.e., smoke detectors, water treatment, temperatures, etc.).
- Responsible for communicating any issue of concern, whether technical or customer oriented, to supervisors to ensure consistency in resolution.
- Monitor/walk vacant apartments weekly, or more often if directed, and complete make-ready process of vacant apartments in a timely manner. Ensure system data is updated upon completion and communicate with Property Manager upon completion.
- Monitor and manage inventory levels to include building has adequate

stock for daily operations, working within prescribed budget and cost limitations.

- Ensure the maintenance shop is organized and maintained for efficiency, as well as for compliance to safety standards.
- Schedule, assist and monitor all work being performed by outside contractors. Ensure completion to Tower's standards and expectations per the approved work order scope given.
- Assist with the Preventative Maintenance Program as scheduled and directed. Coordinate special projects as directed by the Property Manager or the VP, Engineering.
- Monitor and maintain all building systems. Communicate any systems issues or problems to the Property Manager as well as the Chief Engineer at the Blairs. If escalated, report major issues to the VP, Engineering.
- Complete grounds work as directed by Property Manager which may include picking up trash, sweeping curb and dumpster areas and maintaining landscaping beds and other areas and performing work within the parking garage and surfaces.
- Complete snow or ice removal prior to business hours, (7am) and treat walks and public surfaces to ensure safety for our employees and residents.
- Responsible for alerting the Property Manager of any unusual occurrence and/or damage that have taken place or that may occur.
- Complete payroll time sheets weekly to record working hours.
- Maintain a professional, courteous manner with all residents, vendors, contractors, and fellow employees.
- Assure safety standards are used which comply with all company, local, City, State and Federal guidelines.
- Ensure compliance of all work-related activities in a fair, ethical, and consistent manner.
- Follow established company policies and those outlined in the Employee Handbook.
- Maintain a high rating, or high positive score for all customer reviews.
- This job requires exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly.
- Special projects and other responsibilities as may be determined

Required skills and attitudes:

- Extremely strong customer service orientation and mindset. A natural desire to exceed the expectations of the residents of the Assigned Buildings(s) within Blairs District.
- Minimum of 5 + years apartment maintenance experience with strong employment references.
- Basic maintenance skills, including basic plumbing, electrical, drywall, tile, carpet repair, etc.
- HVAC certification highly preferred; a willingness to obtain HVAC certification is required
- Strong communication skills, both verbally and in writing.
- A willingness to communicate issues as they arise and maintain a culture of transparency.
- Must be able to respond to an emergency onsite within 30 minutes.
- Must be able arrive prior to normal business hours for emergencies, or snow or ice removal to ensure the safety of our residents.

Computer skills:

- Minimum of basic knowledge of computers
- Ability to use Outlook, Yardi
- Advanced knowledge of MS Word and Excel Preferred

*All candidates considered for hire must complete and pass a background check and drug test with outcomes that meet Tower's standards for hire. *Lead Maintenance Technicians will have their driving records evaluated before hire and annually thereafter.*

The Tower Companies is an equal opportunity employer and offers a collaborative and exciting work environment, competitive salary and excellent benefits, which include medical, dental and vision coverage, as well as a 401(k) plan.

If you're interested in this position and working for The Tower Companies, please apply via our candidate portal at www.towercompanies.com/careers. No phone calls please.

About The Tower Companies

For three generations, the family-owned Tower Companies has maintained a commitment to responsible development and envisions a world where buildings inspire and enrich the lives of their occupants, and create positive social change. The green building leader owns, develops, and manages over 5 million square feet in the Washington, D.C. metropolitan area consisting of office buildings, office parks, lifestyle centers, regional malls, eco-progressive live-work-play communities and hotels with over 8,000,000 SF in the development pipeline. The Tower Companies built Blair Towns, the first LEED certified apartments in the country, and is an international authority in the industry. We have been recognized for our commitment to sustainability and energy independence by numerous national organizations and federal agencies, including US Green Building Council, US Department of Energy and the US Environmental Protection Agency.