

HOAMCO Maintenance Technician Job Description

On-Site at Eldorado Community Improvement Association



Revision Date: March 2020



Reports to: Operations Manager



FLSA Status: Non-Exempt

HOAMCO Culture:

HOAMCO team members are passionate and work independently, yet understand the value of teamwork. As a company, HOAMCO builds open and honest relationships through communication, and delivers exceptional customer service to each person we come in contact with.

Function & Role:

Under general supervision of the Operations Manager, the Maintenance Technician will perform routine maintenance duties including rough carpentry, painting, basic equipment or facility repairs, all electrical work or simple plumbing repairs, and adjusting and maintaining HVAC equipment as assigned. Schedule may include nights and weekends.

Supervisory Responsibilities:

None

Requirements:

Qualifications:

- High school diploma.
- 1-2 years full-time maintenance experience.
- Excellent customer service skills.
- Intermediate computer skills.
- Possess a valid state of New Mexico Driver's License.
- Ability to operate equipment such as tractors, ride along mowers, weed eaters, etc.

Responsibilities and duties:

- Reports daily to immediate supervisor for each day's/week's assignments.
- Respond to work orders and facility requests for maintenance and repairs as directed.
- Perform routine preventative maintenance and repair tasks throughout the facilities.
- Maintain adequate inventory of spare parts and supplies, pick up supplies and materials as needed.
- Utilize skills for problem solving and troubleshooting.
- Adhere to OSHA and other applicable safety codes.
- Other duties as assigned by the Operations Manager.
- Performs simple carpentry tasks.

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- Changes light bulbs and may replace fixtures.
- Opens clogged drains, fixes leaks and performs other related plumbing duties.
- Touch-up painting and repaints rooms as required.
- Makes preventative maintenance checks and inspects assigned equipment. Reports any findings to Operations Manager and takes appropriate action.
- Notifies Operations Manager of recurring equipment malfunctions and corrective action taken.
- Instructs and directs maintenance trainees as assigned.
- Maintains tools and maintenance equipment in working order and keeps maintenance room in a neat condition.
- Complete any necessary tasks designated by the Operations Manager.
- ECIA signage is well maintained
- Parking lot entrance to the community center well maintained. Parking lots are free of debris, clean and in good condition (no potholes or damage), and all signage (stop, yield, speed limits, etc.) is easily visible and in excellent condition.
- Community areas (open spaces, parks, tennis courts, sports courts) are well-maintained and free of garbage and debris.
- No burned out lights are present inside or outside.
- Empty dog waste stations along hike/bike trails, dog park and dog park annex.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Manual dexterity to use hand tools and to paint.
- Ability to stand, crouch, and climb to perform repairs, climb ladders and perform various types of manual labor.
- Ability to lift up to 100 pounds occasionally.
- While performing the duties of this job, the team member is:
 - Frequently exposed to moving mechanical parts and inclement weather.
 - Occasionally exposed to high, precarious places; fumes or airborne particles; toxic or caustic chemicals; and vibration.
 - The noise level in the work environment is usually moderate.

Hike and Bike Trails:

- Perform maintenance

Greenbelts:

- Coordinate maintenance with Conservation Committee

Preserve:

- Coordinate maintenance and new construction with Conservation Committee

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All HOAMCO Employees Possess:

- Ability to consistently project a positive image of the Company.
- Ability to prioritize tasks in a fast-paced environment, while handling interruptions as part of the routine.
- Strong team player, willing to help out and assist others when needed.
- Highly effective interpersonal skills and the ability to work well with others.
- Strong sense of and high standard for customer service.
- An enthusiastic, professional, and positive demeanor.
- Integrity and credibility.

All Eldorado Employees Possess:

Team Member is sincere, friendly, and professional without appearing pretentious or overly informal. Team Member displays a sense of urgency and goes beyond “basic” job responsibilities to achieve guest satisfaction. Team Member uses the “Five Feet Greet” creating a positive environment.

- Phone calls are answered in three rings. Team member answers phone calls with hospitality phrase and the Team Member's name and identifies the caller's needs.
- If calls go to voice mail, they are returned within 30 minutes if message is left during club hours.
- If placing a caller on hold, the duration of the hold is less than 60 seconds.
- Team Member thanks the caller for calling and/or offers a cordial farewell.
- Prior to completing the interaction, Team Member offers further assistance or asks, “Is there any other way I may be of service.”
- Team Member adheres to published grooming standards, including good hygiene habits, professional appearance, and neatly groomed hair.
- Team Member must wear the correct name tag.

Job duties may be modified if necessary.