

Ashley Management Corporation

POSITION DESCRIPTION

Position: Turnover Technician	
Department: Maintenance	Reports to: Maintenance Superintendent
Classification: Non-Exempt	Date: June 2015

PURPOSE: Assist Maintenance Superintendent with maintaining the physical condition of the property according to company operating and safety standards, adhering to budget guidelines, with a focus on turnover related activities by performing the following duties:

Duties & Responsibilities: Essential Duties and Functions are numbered in the list below. Non-Essential Duties may also be listed if appropriate for the position description.	
1.	Perform turnover work, including, but not limited to: debris removal, carpet removal, drywall repairs and touch ups, minor plumbing & electrical repairs, etc. The general restoration of a rental unit to rent-ready standards as defined by the property specifications.
2.	Depending on property standards, painting of wall, ceiling, moldings, and other surfaces as required.
3.	Ensure completion of unit turnovers according to scheduling. Report any issues to supervisor that may prevent meeting schedules, and with sufficient advance notice to permit corrective measures.
4.	Ensure that assigned service requests and repairs are made correctly and in a timely manner (within 24 hours or per property policy).
5.	Follow all safety policies and procedures.
6.	Maintain a high level of customer service, including communicating effectively with residents, co-workers, vendors and supervisors.
7.	Be vigilant of property condition in consideration of issues affecting curb appeal and safety. Immediately report to supervisor (or another manager if supervisor is unavailable) any physical condition of the property that jeopardizes safety or is otherwise needing repair.
8.	Be attentive of contractors performing work on property and report any unsafe or inappropriate observations to supervisor. Similarly, report activities by any parties that seem inappropriate or questionable to you.
9.	Serve as dedicated on-call contact as scheduled or as may be necessary due to unpredictable situations in accordance with property policy.
10.	Extended working hours should be anticipated to meet challenging and inconsistent demands of property, including seasonal issues such as snow removal, preparing recreational facilities, high turnover periods, etc.
11.	Assist the maintenance technician team as needed, in maintaining the physical condition of property according to company operating & safety standards.
12.	Attend and participate in technical and other training programs to maintain personal skill level.
	Assist with preventive program that minimizes emergency repairs, service requests and the use of outside contractors.
	All other tasks as assigned.

Supervision Provided: No direct reports. Works laterally with other specialists.

QUALIFICATIONS: To perform this position successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education & Experience (minimum required to enter the position): No specific level of education is required. Minimum of one year previous experience or comparable experience in property management maintenance, painting or other building maintenance or related trade.	
Required Skills or Knowledge: Must be able to generally diagnose problems with and repair the following: <ul style="list-style-type: none"> • Major appliances • Basic - Intermediate plumbing • Basic - Intermediate electrical • Dry wall, spackle, caulking, tape and float • Texture and acoustic surfacing • General carpentry • Sanding / painting / general finishing • Ice/Snow removal • Cleaning / General housekeeping • Mold awareness • Asbestos awareness (when applicable) 	
Technical Competencies:	EPA Certification (not required, but a plus) Valid Driver's License, current automobile insurance and acceptable driving record. Other licenses and certifications as required by federal, state and local law.
Language Skills: Ability to read and interpret documents in English, such as safety rules, operating and maintenance instructions, and procedure manuals.	
Mathematical Skills: Ability to perform basic math.	
Reasoning Ability: Ability to apply common sense understanding to carry out written or oral instructions.	
Physical Demands and Environmental Conditions: Spend 90%+ of time performing hands on repairs/maintenance / turnover work. Ability to transport or move a minimum of 50 lbs. variable distances; the mobility and flexibility to use ladders and to access and work in confined spaces or at heights in excess of eight to nine feet Ability to work outdoors in temperatures exceeding 90 degrees or below 10 degrees Fahrenheit. Ability to personally perform general maintenance repair tasks without endangering themselves, residents or co-workers.	
Equipment Used: Employee is required to provide and maintain basic hand tools. This position may require the use of the employee's personal vehicle to transport tools and supplies around the property. Ability to drive a vehicle without jeopardizing the safety of residents and fellow co workers. Ability to use general maintenance equipment, including but not limited to: hand tools, ladders, paint equipment, refrigerant, shampooers, blowers, power washer, sandblaster, pool chemicals and required safety equipment. Requires individual to wear maintenance uniform and any necessary personal protective equipment (PPE.)	

Approval and Agreement of Position Understanding:	
Manager's Signature: _____	Date: _____
Employee's Signature: _____	Date: _____