



JOB TITLE: Maintenance Technician
DEPARTMENT: Maintenance
REPORTS TO: Maintenance Manager
SUPERVISES: NA
FLSA STATUS: Non-Exempt

COMPANY SUMMARY:

LSA Management is an innovative new property management firm combining the expertise and passion of Laurel Street with a long-term owner's focus on quality and impact providing a unique opportunity to add value for residents, team members, and partners. LSA strives to provide best-in-class property management for apartment communities across the Southeast. Headquartered in Charlotte, LSA Management provides property management services for all Laurel Street communities in Georgia, Virginia and North Carolina. In 2023, this includes 3,000 units in Georgia, North Carolina, and Virginia. By 2030, LSA Management expects to have a management portfolio of over 10,000 units.

Laurel Street is a mixed-income housing developer and owner headquartered in Charlotte, North Carolina with a development portfolio of nearly 5,000 units across the Southeast. Our portfolio includes a mix of Low-Income Housing Tax Credit communities and workforce housing developments that serve middle income and market rate households. The Laurel Street and LSA organizations are deeply committed to providing best in class housing opportunities for families of all income levels.

POSITION SUMMARY:

As a Maintenance Technician, you will create an environment where people will want to live. You will maintain the property to ensure good working order and pleasant curb appeal while providing excellent customer service to your residents.

EXPECTATIONS FOR ALL EMPLOYEES

Supports the organization's values and culture by supporting and encouraging collaboration, innovation, excellence, and commitment to the communities we serve, and meeting the owner's goals and objectives.



ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service and Maintenance

- Provides exceptional customer service with every Interaction and deliver high-quality maintenance service.
- Complete assigned work orders generated from resident requests for service, as well as preventative maintenance on the property by diagnosing the source or cause of the defect or problem, and making repairs in accordance with established policies, procedures, safety standards, and code requirements.
- Completes the “make-ready” process to prepare vacant apartment homes for leasing and new move-ins by completing the pre-move-out inspection, creating a “punch” list of maintenance work needed, scheduling vendors and contractors as needed, obtaining needed supplies and materials, completing all maintenance tasks, and inspecting completed work.
- Assists in maintaining the grounds, common areas, and amenities by picking up trash and debris, pressure-washing breezeways, and pool areas, performing general cleaning, and painting curbs and signage as needed.
- Supports cost-cutting and expense control programs by fixing rather than replacing parts, when possible, not being wasteful with materials and supplies, and practicing the correct use for tools and equipment. Assists in conducting routine and periodic property inspections to identify safety and risk management concerns, keep the property in good repair, and communicate concerns about the physical needs of the property to management.
- Follows procedures for accessing and obtaining materials, supplies, equipment, tools, and other items from the property’s maintenance department by tracking inventory used, returning unused items to the established location, and notifying the maintenance supervisor about re-ordering needs

Adherence to Property Management Rules, Regulations and Guidelines

- Practices proper safety techniques in accordance with Company, property, and departmental
- policies, procedures, and standards by immediately reporting any mechanical or electrical.
- equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues
- to appropriate individual(s)



- Complies with LSA's safety and risk-management policies by attending and participating in the
- property's routine safety meetings, completing required training on OSHA and other safety.
- related laws and requirements, and by reporting accidents and incidents promptly and
- accurately.
- Follows established policies and procedures by monitoring and ensuring compliance with
- regulatory requirements, organizational standards, and operational processes related to
- area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
- Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act and all other laws pertaining to the apartment.

Physical Demands & Working Conditions

- This position works within the community, which may include accessing residents' units for life and safety matters and a normal office environment. There may be contact with residents, employees, and the Public. The incumbent in this is classified as essential staff and is expected to report to work and adhere to all safety and business protocols.

Qualifications

- 2 years of multifamily maintenance experience required.
- Hands-on maintenance skills including plumbing, electrical, general carpentry, HVAC, appliances, pools, etc.
- Availability to be on-call to address any emergencies.
- A positive attitude, and the desire to learn and develop your skills.
- Superior customer service and verbal communication skills
- Able to work both independently and as a member of a team.
- EPA Type II or Universal certification is required; CPO is a plus.
- Valid Driver's license
- Basic computer knowledge, Windows (Word, Excel) internet and e-mail