MULTIFAMILY SERVICE TECHNICIAN

Position: Service Technician
Position Type: full-time, in-person, minimum 40 hours/week
Reports to: Property Manager

General Description

In the position of Multifamily Service Technician, you will provide support to the Property Management division and work flexibly with your team and the Property Manager to provide service to residents and managed properties within the First Companies portfolio. Additionally, you are expected to exemplify and promote the First Companies' values with all relationships within the Property Management Team as well as with property owners, residents and trade contractors.

This role serves as the main ongoing maintenance provider for two specific properties: The Lofts on Alabama and Barley Flats. The Multifamily Service Technician will operate under the direction of the Property Manager for these properties and will work closely with the Property Manager, leasing team, and contractors to provide exceptional service to residents. Because this role is stationed at properties without full-time on-site office staff, you must operate independently with a high degree of self-motivation and professionalism.

Essential Duties and Responsibilities

- Prepare vacant apartments for new tenants, ensuring all units meet move-in and market-ready standards.
- Conduct thorough unit inspections upon tenant turnover to identify and document all required repairs.
- Utilize property management software (AppFolio) to log all maintenance activity and provide the Property Manager with accurate cost estimates for resident charge-backs.
- Proactively identify potential hazards and long-term maintenance requirements, providing detailed reports to the Property Manager to ensure resident safety and asset preservation.
- Provide hands-on service for buildings and tenants requiring on-site maintenance and/or repairs to be completed.
- Repair household appliances, including refrigerators, dishwashers, ovens, and washer/dryers.
- Conduct carpentry tasks such as repairing doors, locks, cabinets, countertops, and flooring.
- Address resident work orders in a timely manner while maintaining high customer service standards.
- Conduct routine inspections of building systems to identify potential issues proactively.
- Maintain property curb appeal by removing trash and debris from common areas.
- Maintain fire safety equipment, such as extinguishers and alarms, to ensure compliance.
- Maintain availability to respond to true emergency calls within 30 minutes (such as major water leaks/floods, fires, and HVAC failures) for the multifamily properties managed by First Companies.
- Log and track all work orders using company software to ensure successful completion and documentation.
- Track inventory levels of maintenance supplies and order replacements as needed to avoid work stoppages
- Resolve all assigned work orders in a timely manner, following up with the Property Manager to ensure successful resolution.
- Maintains an organized job site, fleet vehicle, and workspace while working with First Companies' Property Management equipment.
- Perform other tasks as needed.

Required Skills

- Ability and willingness to complete Fair Housing training and consistently apply those principles to ensure all maintenance services are provided in a non-discriminatory manner.
- Demonstrated knowledge in carpentry, electrical, HVAC, plumbing, and painting.
- Ability to manage a full day of tasks independently, planning work sequences efficiently without constant direction.
- Exercise sound judgment and solution-based thinking to prioritize tasks and anticipate needs
- Able to multi-task, prioritizing in-coming work and meeting deadlines.
- Maintain, promote and integrate First Companies' values with all internal and external stakeholders.
- Be a valued representative of First Companies to all customers and stakeholders.
- Be a team player who demonstrates a positive attitude, implements solution-based thinking and relates well with other employees.
- Good communication skills demonstrating proficiency in both speech and writing.
- Run job tasks in an organized, detailed and reviewable manner.

Education and Experience:

- High school diploma or equivalent.
- Minimum 2 years of relevant experience in facilities management

Physical Requirements:

- Ability to lift up to 50 lbs.
- Ability to climb a ladder.
- Ability to legally operate a motor vehicle.
- Ability to work in inclement weather

First Companies, Inc. is an Equal Opportunity Employer (EOE). We do not discriminate against individuals because of race, color, religion, national origin, gender, physical or mental disability, veteran status, or any other characteristic protected by federal, state, or local statute or ordinance.

Disclaimer: This job description is not intended to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones be assigned at any time with or without notice.