



Operations Maintenance Technician

Job Description

Job Title: Operations Maintenance Technician
Department: Operations, Construction & Habitat Store
Reports To: Operations Manager
FLSA Status: non-Exempt, Hourly
Salary: \$19.00 to \$22.00/hour

Summary: The Operations Maintenance Technician will be responsible for operations, construction and store maintenance and repair duties. Responsibilities will include maintaining green spaces, identifying the need for repairs, responding to homeowner's maintenance requests, and servicing company equipment.

To be effective in this role, the Operations Maintenance Technician will be extremely organized, possess great communication skills, detail orientated with an aptitude for problem solving. Additionally, the Operations Maintenance Technician will possess outstanding problem-solving abilities and will apply technical maintenance knowledge to trouble-shoot and diagnose basic to intermediate maintenance tasks and repairs. This is a high-energy position.

Essential Duties and Responsibilities include the following:

Perform basic maintenance tasks including painting and patch repair, and cleaning facilities.

Manage, record, and report maintenance repairs.

Coordinate or facilitate ordering and delivery of materials for maintenance, events or construction needs as instructed.

Performs general maintenance repairs that do not require a specialized sub-contractor. Examples may include repairing drywall, painting, caulking, plumbing, toilets, sinks, carpentry, repairing doors and door locks.

Perform repairs on company machinery, equipment, or appliances. (Example: plate compactor, landscape tools, trucks, kitchen, and washroom appliances)

Detect and report the need for major maintenance repairs for HFH-S store and HFH-S administrative office facilities.

Regularly check common spaces to identify issues with litter, HVAC or electrical failures, landscape irrigation and water systems for the HFH-S store and HFH-S administrative office facilities.

Assist with repair, maintenance, and construction related tasks on HFH-S job sites when needed.

Respond to HFH-S homeowner maintenance requests in a timely and professional manner.

Repair or coordinate repair for plumbing, electrical and HVAC systems.

Maintain the cleanliness of outside spaces such as parking lots and sidewalks of store, offices, and jobsite facilities.

Oversee the sprinkler system and trash containers on the company premises.



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Attends Habitat-Spokane events as required.

Supervisory Responsibilities

Coordination of subcontractors, tools, and equipment necessary to construct the assigned Habitat for Humanity-Spokane home. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include planning, assigning, and directing work, addressing complaints and resolving problems.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Design - Generates creative solutions; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.



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Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.



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Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School diploma or equivalent. Minimum of 2 years working experience in a similar role. Hands on experience in the following areas: plumbing, electrical systems, hardware tools and power equipment.

Language Skills

Ability to read, analyze, and interpret emails and text messages as a part of inter-office and client communications.

Computer Skills

To perform this job successfully, an individual should have knowledge of Outlook, Excel, and Word.

Certificates, Licenses, Registrations

Current driver's license.

Other Qualifications

Habitat-Spokane is a Christian housing ministry, and all employees serve in a ministerial and service capacity.



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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand, walk and sit. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 50 pounds, frequently lift and/or move up to 100 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

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 the essential functions.

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; extreme cold; extreme heat and vibration. The noise level in the work environment is usually moderate.

