

## Quality Control Technician

### Summary

The Quality Control Technician is responsible for ensuring that all areas of a property are functioning properly and meet the company's established standard of care. This individual will patrol the property regularly to identify maintenance and custodial matters in need of immediate attention. Depending upon the issue at hand, the Quality Control Technician will either address the matter themselves or will notify the tenant or other concerned party to resolve the issue. Customer service is a significant component of this position, and this individual is expected to complete duties in a manner that meets or exceeds the standards set by Crawford Hoying.

### Job Responsibilities (responsibilities may include but are not limited to the following)

- Patrol the property daily to identify and attend to areas that don't meet established quality standards
- Document damages to the property, and promptly notify the Facilities Manager of any issues in need of immediate attention
- Inspect the cleanliness of hallways, lobbies, and other common areas; notify the cleaning service when the appearance does not meet our expectations
- Clean vestibule carpets as needed
- Monitor restroom cleanliness in public areas and amenity spaces, and make sure that supplies are well-stocked for commercial tenants and visitors
- Ensure that doors are properly latched and secure
- Check thermostat temperature levels in hallways, lobbies, and other common areas, and troubleshoot irregularities
- Touch up indoor paint when needed
- Organize amenity spaces, rooftops, decks, and patios, and remove trash as needed
- Clean community grills and ensure that the firepit is functioning properly
- Check sidewalk planters to identify those that need to be watered
- Make sure that the flowerbeds are pruned and that the irrigation is working properly; shut off the irrigation as needed seasonally
- Check the trashcans daily on sidewalks, at pocket parks, and in garages; empty what is manageable, and notify the vendor when needed
- Inspect the electric car chargers once a week to make sure that they are working properly
- Scout the garages for cars sitting in spaces for a long period of time or vehicles with a flat tire, expired tags, etc.; notify the police as needed
- Set out traffic cones for move-ins
- Make sure elevators are working properly
- Regularly inspect signage for defacement or vandalism
- As time allows, deliver mail packages to resident doors or organize packages in the mail vestibules
- Pick up trash around the property every day
- Help with special projects as needed
- Perform related duties as assigned

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6640 Riverside Drive, Suite 500 | Dublin, OH 43017 | tel 614.335.2020

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**Performance Objectives (objectives may include but are not limited to the following)**

- The 7 Core Values that Crawford Hoying has established to maintain its desired culture
- Customer service feedback
- Reliability and punctuality
- Results-oriented attitude
- Consistent, quality work
- Positive, team-player attitude
- Excellent customer service skills

**Preferred Knowledge, Skills, Education, and Experience**

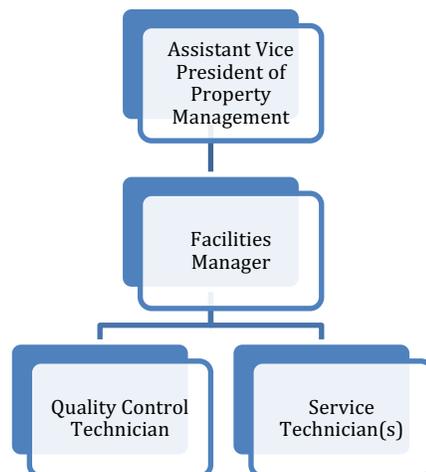
- 1-3 years of maintenance or janitorial experience
- High school diploma or equivalent, supplemented by specialized courses or on-the-job in HVAC, plumbing, electrical, and/or carpentry, and an ability to operate hand tools
- Knowledge of first aid and safety procedures
- A patient, confident, and courteous nature
- Availability to work a flexible schedule, including occasional weekends

**Work Environment**

The Quality Control Technician interfaces with visitors, tenants, residents, and vendors on a daily basis. This individual regularly works outside and is frequently exposed to extreme cold and extreme heat. Typical hours are 7:30 am to 4:30 pm, Monday through Friday, with some flexibility on start and end time. Weekend work may be necessary occasionally. This worker may also be required to participate in an on-call rotation.

**Reporting Structure**

The Quality Control Technician reports directly to the Facilities Manager.

**Physical Requirements**

The Quality Control Technician's physical condition must be sufficient for the consistent and successful completion of the responsibilities defined for this position. This position frequently requires standing, walking, sitting, reaching with hands and arms, stooping, kneeling, crouching, or crawling, operating power tools, and lifting or moving up to 50 pounds. This employee must be able to drive occasionally during the course of work.

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