

## Service Technician

### Summary

The Service Technician performs various corrective and preventive maintenance duties and special projects to maintain and enhance Crawford Hoying's residential properties. Duties include, but are not limited to, HVAC, plumbing, electrical, carpentry, and grounds maintenance. Depending on the size of the property, this individual may work alone or with others, with or without supervision, and is expected to complete duties in a manner that meets or exceeds standards set by Crawford Hoying.

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

- Completes maintenance work and service requests, such as carpentry, plumbing, painting, electrical, HVAC, masonry, and other general maintenance, in accordance with company standards and local city, state, and federal building codes
- Provides on-call maintenance for evenings, weekends, and holidays, as scheduled
- Updates the status of all work orders
- Executes the make-ready/turn process
- Completes the move-out checklist, assigning appropriate move-out charges, and forwards it to management for approval and account reconciliation
- Schedules and inspects vendor/contractor work to ensure quality, completeness, and compliance with company standards
- Inspects all rent-ready apartments to ensure that maintenance items are completed and that the apartment is move-in ready
- Inspects physical buildings and/or apartment sites, including all roofs, garages, carports, driveways, streets, stucco, siding, pools, building, recreational facilities, and grounds, identifying all areas in need of immediate or future repairs and maintenance and providing an inspection report to the appropriate manager for review
- Performs other duties and special projects as assigned

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

- The 7 Core Values that Crawford Hoying has established to maintain its desired culture
- Service request resolution within 24 hours
- Results-oriented attitude
- Consistent, quality work
- Move-in quality and curb-appeal standards
- Unit-turn timeliness
- Positive, team-player attitude
- Excellent customer service skills

### Preferred Knowledge, Skills, Education, and Experience

- 1-3 years of related maintenance/janitorial experience
- EPA certification preferred but not required
- High school diploma or equivalent, supplemented by specialized courses or on-the-job in HVAC, plumbing, electrical, and/or carpentry
- Effective oral and written communication skills
- Ability to operate hand tools; knowledge of first aid and safety procedures
- Valid driver's license

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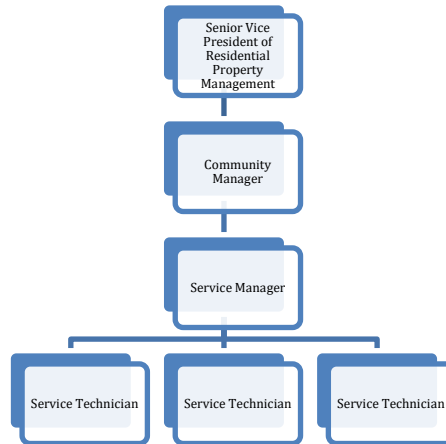
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**Work Environment**

The Service Technician works onsite at a residential property and interfaces with external and internal customers, residents, and vendors on a regular basis. The work schedule varies depending on the property. Hours are typically scheduled within 7:00 am and 5:00 pm and may include weekend days. Candidates must be available to work overtime and on-call, as needed, and must be flexible and readily available, depending on the needs of the property.

**Reporting Structure**

The Service Technician reports to the Service Manager, at larger properties, or directly to the Community Manager at smaller properties.

**Physical Requirements**

The candidate'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. This position may require lifting and/or moving up to 50 pounds and operating power tools. Candidate must be able to occasionally drive during the course of work.

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