

POSITION DESCRIPTION

Position Title: **Maintenance Technician Water and Sewer**

Location: **Fredericton, New Brunswick**

Employer: **Harmony Communities**

Reports to: **Regional Manager**

Closing Date: **Till position filled**

The Maintenance Technician assists in maximizing profitability and maintain corporate standards within established operational and budgetary objectives. This includes:

- Ensuring the proper physical maintenance of the property, including the grounds
- Ensuring all water & wastewater testing is done per our approval to operate
- Being responsible for fostering and maintaining a friendly and professional environment for residents, prospects, service providers and contractors.

Customer Service Responsibilities

- Ensure resident issues and service requests are addressed within 24 hours (minor repairs and maintenance tasks)
- Promote a neighbourly and community atmosphere
- Meet and interact with residents in a customer friendly and professional manner
- Seek ways to exceed service expectations of residents

Cleaning Responsibilities

Ensure the community grounds are kept clean daily in accordance with company standards. In addition, at certain times, they will be required to perform the following:

Exterior Duties

- Snow and ice removal of all community streets, salting of all entrances, walkways and maintenance of snow removal logbooks
- Mow lawns in all common areas and ensure landscaping is maintained (i.e. flowerbeds and curbs are free of weeds)
- Water gardens and lawns, if required
- Pick up loose garbage around exterior of property and detect and repair any serious deficiencies about curb appeal or hazards to residents

Interior Duties

- Knowledge and understanding of the safe handling of cleaning materials used at the property (WHMIS)

- Repair of minor maintenance items (i.e. light fixtures, vents, filters, plumbing fixtures)
- Removal of garbage items

Water/Wastewater

- Experience in managing a water or wastewater quality sampling program and all reporting requirements, and analysis and interpretation of results
- Experience troubleshooting and repairing equipment associated with the operation of water treatment or distribution systems. Including experience finding and ordering parts needed for repairs
- Experience managing small teams conducting sampling, operations, and maintenance of water or wastewater systems.
- Experience briefing management on critical issues related to the status of water or wastewater operations, testing results, and systems/equipment needing investment.
- Experience in the inspection, assessment, installation and operation of municipal and onsite wastewater systems including sewage lagoons, lift stations

Property Maintenance Responsibilities

- Thorough knowledge of all maintenance systems
- Obtain quotes as required and review invoices for payment to contractors for services appropriately completed in collaboration with Resident Manager
- Ensure residents are acting in accordance with rules and regulations with particular focus given to maintenance of home and lot, stored hazardous substances, parking control, etc.
- Ensure that grounds are maintained in accordance with established company standards. This includes, but is not limited to ensuring that all sewage, water and electrical systems are in good working order and responding to and addressing any maintenance repairs and inquiries. This will include landscaping, mowing and snow removal
- Operate all equipment safely, ensure standards of snow removal are adhered to and logs taken for insurance purposes and ensure equipment is maintained properly (if applicable)
- Ensure that the property is in compliance with provincial and municipal regulations (water testing etc.)

Pre-inspection of lots for new homes (ensuring they are prepared)

Coordinating with Resident Manager to ensure Scheduling of contractors and staff for maintenance of property and any issues that arise

- Assist Regional Manager with managing execution of the annual capital plan and identifying current or future physical issues for repair.
- Supervise service providers and contractors and oversee quality of work performed
- Review invoices with Resident Manager for payment to contractors prior to RM submitting to Head office for services appropriately completed
- Special projects and other duties as assigned

Skills and Experience Required

- Must have the following minimum certification levels:
 - Class 1 Water Distribution
 - Class 1 Wastewater Collection
 - Class 1 Wastewater Treatment
- Background in residential property management or related business experience (skilled trade, handy person)
- Strong customer service
- Excellent communication skills to deal with residents, colleagues and trades
- Maintain a professional and presentable appearance at all times
- Ability to perform minor repairs and aptitude for mechanical systems
- Demonstrated cleaning skills
- Must be able to lift and push heavy objects, including garbage bins, or perform snow removal duties, sometimes for extended periods of time
- Bilingual in English and French an asset (where applicable)

Send resume to ann-marie@harmonycommunities.com or stop into our office at 3 Kelly's Dr, Fredericton