

**Job Title:** Maintenance Technician

**Department:** Maintenance

**Reports To:** Maintenance Director

**Directly Supervises:** None

**FLSA Status:** Non-Exempt, Hourly

**Work Schedule:** Full-Time (weekday schedule with after-hours emergency response as required)

**Location:** Agency Office, Individual Supported Living (ISL) Homes, Vehicles, Storage Areas, and Community Locations

**On-Call Requirement:** Yes – Emergency and After-Hours Response

### **Position Summary**

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The Maintenance Technician is an entry-level skilled trades generalist responsible for maintaining, repairing, transporting, and preparing homes, vehicles, equipment, and facilities operated by Abilities, LLC. This is a hands-on, physically demanding role that requires mechanical inclination, comfort using tools, and the ability to problem-solve in real-world environments.

Maintenance Technicians are expected to bring a baseline set of laborer and maintenance skills and to build on them through training and experience. The role involves general carpentry, basic plumbing and electrical work, appliance troubleshooting, trailer operation, and grounds maintenance. Daily work may include crawling under sinks, entering crawl spaces and attics, working behind appliances, hauling materials, towing trailers, and working outdoors in all seasons.

This position is not suitable for individuals who are uncomfortable with tools, measurements, mechanical systems, or physical labor.

### **Position Purpose**

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The Maintenance Technician role exists to keep homes safe, functional, and livable for individuals supported by Abilities, LLC. By completing repairs, preventive maintenance, and transport work competently and on time, this role prevents disruptions, protects safety, and supports regulatory compliance and daily living stability.

### **Qualifications & Requirements**

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#### **Minimum Qualifications**

- Must be at least 18 years of age
- High school diploma or GED required
- Valid driver's license with acceptable driving record
- Ability to pass required background check

- Ability to read, write, and communicate clearly in English
- Ability to follow written instructions, work orders, safety rules, and agency policies
- Willingness to complete required training and acknowledge all policies

### **Baseline Maintenance & Laborer Skill Set**

Maintenance Technicians are not expected to be licensed tradespeople. However, this role does require practical, foundational skills common to construction, maintenance, or laborer work. Maintenance Technicians must demonstrate general knowledge and working ability in areas such as:

- Safe use of common hand and power tools
- Understanding which tools are appropriate for specific tasks
- General carpentry concepts (measuring, cutting, fastening, assembling)
- Basic plumbing concepts (supply lines, drains, shut-offs)
- Basic electrical awareness (switches, outlets, breakers, fixtures, safety limits)
- Basic HVAC and appliance awareness (filters, airflow, warning signs, escalation limits)

Maintenance Technicians are expected to **know a little about a lot**, recognize abnormal conditions, and escalate appropriately when work exceeds their scope.

### **Personal Tool Expectations**

Abilities, LLC prefers Maintenance Technicians to provide and maintain their own basic hand and cordless tools, including but not limited to:

- Cordless drill with rechargeable battery
- Screwdrivers (flathead and Phillips)
- Hammer
- Pliers
- Adjustable wrench
- Tape measure

Maintenance Technicians must understand how these tools operate and how to use them safely. Specialty tools and large equipment are provided by the agency.

### **Mechanical & Practical Knowledge Requirements**

Maintenance Technicians must have working knowledge of common laborer and maintenance concepts, including:

- Reading and accurately using a tape measure
- Reading an analog clock
- Understanding Fahrenheit temperature readings
- Recognizing gauge readings, indicator lights, warning lights, and system alerts
- Identifying visual, auditory, or mechanical signs that something is malfunctioning
- Applying logical troubleshooting rather than guesswork

Mechanical inclination, a natural understanding of how things work and why, is highly preferred and directly impacts success in this role.

### **Trailer, Vehicle, & Transport Skills**

Maintenance Technicians must possess or be willing and able to learn:

- Attaching and disconnecting trailers
- Driving and backing a trailer in residential and tight-access environments
- Loading, securing, transporting, and unloading materials
- Operating agency vehicles safely while towing

Trailer operation is a routine and expected part of the job.

### **Physical Requirements**

This role is physically demanding and requires comfort with challenging environments.

Maintenance Technicians must be able to:

- Lift, carry, push, and pull up to 75 pounds independently
- Crawl, kneel, crouch, bend, and lie on their back or side
- Enter crawl spaces, attics, and confined mechanical areas
- Work under sinks, behind appliances, and inside tight spaces
- Climb ladders and work at height safely
- Work outdoors in heat, cold, rain, snow, and ice
- Perform sustained physical labor throughout the workday
- Drive agency vehicles, including while towing trailers

### **Technology & Computer Requirements**

- Use a smartphone or tablet independently
- Update and close work orders in Monday.com
- Upload photos and notes
- Use email for work-related communication

### **Role Authority & Scope**

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Maintenance Technicians are non-supervisory employees. They do not approve spending beyond limits, supervise staff, interpret policy, or hire contractors. They are responsible for completing assigned work, recognizing when issues exceed their scope, and escalating concerns promptly.

### **Escalation Pathway**

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**Maintenance Technician → Maintenance Director → Assistant Director → Executive Director**

Immediate escalation is required for:

- Flooding
- Heating or cooling failures during extreme weather
- Electrical hazards
- Vehicle or trailer incidents
- Any condition posing immediate risk to individuals or staff

## Core Responsibilities

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### Routine & Corrective Maintenance

Maintenance Technicians complete routine and corrective repairs at ISL homes and agency facilities, including plumbing repairs, door and hardware repair, appliance issues, flooring repairs, drywall and painting, fixture replacement, and general upkeep. All work must be completed safely, correctly, and documented.

### Preventive Maintenance & Life-Safety Tasks

Maintenance Technicians complete required preventive maintenance tasks, including:

- HVAC filter changes
- Smoke detector testing
- Fire extinguisher inspections
- Seasonal readiness activities

Preventive maintenance must be completed on schedule and documented to support compliance and audit readiness.

### Work Orders & Documentation

Maintenance Technicians review work orders in Monday.com, update statuses, document work performed, upload photos, and mark tasks complete. Documentation must accurately reflect work completed and any follow-up needs.

### Purchasing, Inventory, & Financial Controls

Maintenance Technicians use assigned purchasing cards within approved limits, retain receipts, and submit documentation for ledger entry. They support inventory tracking for hard (non-disposable) goods and assist with annual inventory verification.

### Vehicle Fleet & Equipment Support

Maintenance Technicians assist with:

- Routine vehicle maintenance coordination
- Safety equipment checks
- Vehicle readiness and cleanliness
- Reporting mechanical issues promptly

### Trailer Use & Material Transport

Maintenance Technicians regularly transport equipment, tools, furniture, and materials using agency trailers, including loading, securing, hauling, and unloading.

**Grounds & Seasonal Operations**

Maintenance Technicians perform lawn care, snow removal, ice management, and seasonal property preparation. ISL homes are prioritized over office locations.

**Emergency & After-Hours Response**

Maintenance Technicians respond to emergency maintenance needs after hours, including flooding, outages, heating failures, severe weather response, and catastrophic property issues.

**Safety & Equipment Standards**

Maintenance Technicians must follow all safety protocols, including PPE use, ladder safety requirements, equipment operation rules, and confined-space limitations. Safety violations are serious and enforceable.

**Our Values & Ethical Expectations**

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Abilities, LLC is guided by the values of **Integrity, Community, and Empathy**. Maintenance Technicians are expected to demonstrate these values through their daily work and professional conduct.

**Integrity:** Maintenance Technicians show integrity by performing work correctly and safely, using agency resources responsibly, documenting honestly, and escalating concerns or mistakes promptly.

**Community:** Maintenance Technicians show community by respecting that ISL homes are people's living spaces, communicating professionally, minimizing disruption, and working cooperatively with staff and contractors.

**Empathy:** Maintenance Technicians show empathy by recognizing how maintenance issues affect comfort, safety, and routine, and by approaching their work with patience, respect, and awareness of impact.

**Signature**

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By signing below, the employee acknowledges that they have received, read, and understand this job description. The employee understands that the duties, responsibilities, and expectations outlined in this document are a condition of employment and agrees to perform the role in accordance with agency policies, procedures, training, and applicable laws.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_