

Maintenance Technician – Townsend, MA

RCAP Solutions is currently seeking a qualified individual to join our Property Management Maintenance Team.

The Maintenance Technician will provide day to day maintenance and custodial services to the housing complex(s) he/she is assigned, within the confines of established RCAP Solutions and funding sources policy and regulations. Responsibilities include the monitoring and maintenance of the physical plant. The Maintenance Technician will keep the building clean, orderly and well maintained. He/she will make necessary repairs and, within RCAP Solutions purchasing procedures, recommend contractors needed for more significant repairs. The Maintenance Technician is required to be on-call after RCAP business hours and to respond and resolve emergency situations.

Key Responsibilities

- Core duties and responsibilities include the following, but not limited to:
- Provide general maintenance and custodial duties at assigned site(s).
- Diagnose and perform major, minor and routine maintenance/repair in a timely and professional manner. Assure all service requests are completed on a daily basis. Accurately document work performed on service request, including parts and return to Property Manager by end of day. Follow-up on incomplete service requests with Property Manager and Resident.
- All personnel will act in a professional manner; uphold and comply with RCAP Solutions Code of Conduct; prevent conflicts of interest, including the appearance thereof; maintain a drug-free workplace; and otherwise prevent abuse of the public trust. Promote good public relations with residents, co-workers, and company staff through great “people” attitude and resident trust. Always display a friendly and courteous attitude towards residents and other employees. Never confront supervisor or other employees in front of residents.
- Inspect vacated apartments with Property Manager and complete make-ready checklist. Inform Property Manager of needed services and repairs. Routinely perform duties to restore apartments to “make-ready” status. Re-inspect vacant apartments after make-ready has been completed by other vendors to determine quality of work performed. Ensure that the products/services are up to company standards.
- Conduct move-out and move-in inspections with Property Manager.
- Complete special projects as may be assigned and prioritized by the Property Manager.
- Inspect exterior of the property. Perform building and common area upkeep on a daily basis in accordance with company standards. Keep the grounds neat and free of litter at all times.
- Ensure vacant units are “trashed-out” within 24 hours of move-out.
- Complete preventative maintenance per the properties preventative maintenance schedule. Maintain accurate records.
- Order parts and supplies and maintain inventory. Maintain shop appearance to standards to facilitate quick assessment of supply inventory. Maintain proper equipment, and equipment inventory to ensure warranty compliance.
- Obtain bids and negotiate prices per RCAP Solutions Property Management purchasing / bidding policy, as necessary, with vendors and contractors. Coordinate delivery and work schedules with vendors, contractors and Property Manager.
- Perform effective emergency maintenance (after hours) as required.

- Coordinate maintenance objectives with the Property Manager daily.
- Perform, and report on, all work according to the safety standards of RCAP Solutions, OSHA and health codes. Perform work area clean-up on a weekly basis.
- Report immediately any safety and/or security problems to Property Manager.
- All personnel will respect the legal and moral rights of clients and staff relating to equal opportunity in employment, housing, access to services and procurement, as well as protect the privacy of persons and confidentiality of records in RCAP Solutions custodianship.
- Perform HVAC trouble calls and complete HVAC repairs and replacements, as may be needed, on any RCAP Solutions managed property within the guidelines of RCAP Solutions Property Management Policy & Procedures, and the codes and laws as may be applicable.
- Work as part of the Property Management Team

Education and Experience Requirements

- High school education or trade school required.
- HVAC training a must.

Qualifications & Skills

- Significant experience in plumbing, appliance repair, carpentry, and general maintenance repairs.
- Must have knowledge of safety procedures, safety conscious, steady and dependable, ability to work with pressure of deadlines, and ability to flex work schedule to accommodate after hour and weekend emergencies.
- Ability to communicate effectively both written and orally.
- Basic computer skills including ability to send and receive emails, enter hours worked and expenses on internet-based system and access/perform data entry in Property Management software.
- Ability to work flex schedule to accommodate after hour and weekend emergencies.
- Knowledgeable and skilled in the safe use of hand tools and small power tools.
- Prior knowledge and skill in paint preparation, landscaping tools and other equipment as necessary and the ability to operate shut-off valves and arm/disarm security systems.
- Must possess neat and orderly work habits.

Certifications or Licensures

- Must have a current journeyman, or above, license in Heating and Air Conditioning.
- Valid drivers' license along with good driving record and auto insurance is required; willingness to use personal transportation in the course of performing duties.
- Must provide proof of liability insurance and license annually for same.

Working Conditions

- Primary work area is an apartment complex at the assigned RCAP Solutions complex. Most travel is local, primarily within Worcester and Middlesex counties (with employee owned vehicles) but can include areas outside of these areas as required. Maintenance responsibilities will require person to move throughout the assigned complex to respond to maintenance needs. There may be stressful periods of the year that may require working beyond the allocated number of hours per pay period to prepare vacant units for occupancy, respond to emergency situations, assisting with budgets and host funding source visits/inspections.



- **Physical Requirements** – Extensive mobility and excellent physical condition. Inside and outside work in all types of weather. Medium to heavy work requiring prolonged or repeated standing, walking, climbing, stooping, kneeling, crouching and lifting to a maximum 50 lbs. Good hand/eye coordination is essential. Ability to climb and work on ladders, work with arms raised over head, stand/walk for long periods of time, climb stairs, bend at waist and knees to lift boxes, appliances, furniture, shovel snow, etc. Ability to operate all necessary hand tools to make repairs.
- Ability to drive to and from job sites.
- Amount of Overtime: As needed for emergencies and/or approved by supervisor.

Location – Townsend, MA

Grade Level: 16

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:

Send cover letter and resume to our Human Resources Department or Email: HR@rcapsolutions.org or Fax: (978) 630-2751.

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