Tenfold

**Job Description**

Equal Opportunity Employer

**JOB TITLE**: Maintenance Technician

**Date Revised**: July 12th, 2021

**SUMMARY**

Performs a variety of work in the general maintenance and repair of buildings, facilities, and equipment needed to assure all required building code regulations and inspections are met, and conducts self in a manner which positively reflects on Tenfold as a highly professional organization.

1. **Basic Functions**:
2. Performs all work in accordance with established safety procedures and according to OSHA requirements and standards of Tenfold.
3. Respond to service requests in a timely manner to include (but not limited to) electrical, furnaces, lighting, HVAC systems, appliances, water heaters, disposals, general plumbing & fixtures, carpentry, painting, and roofing tasks.
4. Performs routine preventative maintenance to ensure that physical conditions of the building(s) remain(s) safe and secure.
5. With supervisor, determine best course for resolving maintenance issues using in-house or external vendors/resources.
6. Coordinate with external vendors for facility access and quality of repairs.
7. Maintain applicable maintenance and preventative maintenance records.
8. Maintain confidentiality and professional boundaries with clients and staff.
9. Maintain safe and orderly worksite.
10. Responsible for keeping tools and vehicle organized and clean.
11. Other duties and responsibilities as assigned by Tenfold senior leadership.
12. **Other Functions**:
13. Respond to emergency off-hours calls as needed.
14. Maintain confidentiality with clients and staff.
15. Maintain a professional attitude, a calm demeanor, and respect for personal and professional boundaries at all times
16. Approach facilities’ maintenance proactively, always looking for potential problems and areas for improvement.
17. Attend monthly Tenfold staff meetings as required
18. **Supervision Exercised**:

None

1. **Supervision Received**:

Reports to the HR/Facilities Manager.

1. **Minimum Knowledge, Skills, and Abilities**:
2. High school education required. Post-secondary training preferred.
3. Previous maintenance experience preferred. Any combination of education, training and experience which demonstrates ability to perform the duties and responsibilities as described including work related work experience in one or more of the building trades.
4. Ability to use computers for email and service order requests.
5. Knowledge of the following trades: carpentry, plumbing, glass replacement, painting, masonry, grounds keeping, appliance repair, and electrical wiring: standard practices and tools used in the maintenance and repair for building facilities; safety practices and procedures related to the building trades
6. Fluency in speaking and writing English is required, bilingual fluency in English and Spanish strongly preferred.
7. Effective use of variety of hand and power tools.
8. Maintain cooperative and effective working relationships with those contracted in the course of work assignments, clients and supervisor.
9. Organizational skills to efficiently and effectively manage workload and service orders.
10. Must secure all state mandated child abuse and criminal background certifications/clearances and pass a motor vehicle record check in accordance with Tenfold policy.
11. Must possess valid PA driver’s license and proof of automotive insurance meeting the minimum requirements of Tenfold’s policies.
12. **Work Environment and Physical Requirements:**
13. Work will include but is not limited to sitting, standing and/or walking for long periods of time, bending or twisting body, repetitive motions, reaching for, carrying, and manipulating objects, navigating stairs, and climbing ladders
14. Frequent computer usage
15. Frequent lifting and/or moving objects up to 20 pounds, and occasionally up to 100 pounds
16. Visual acuity (with or without corrective lenses)
17. Working conditions are both indoors and outdoors in all seasons and weather conditions.
18. Ability to operate a motor vehicle safely and effectively
19. Must be able to perform all functions of the job with or without reasonable accommodations.
20. **Classification:**
21. This position is classified as: “Regular Full-Time Employment – Staff members who work 40 hours per week.
22. This position is non-exempt from overtime and paid on an hourly basis.
23. Schedule will involve some evening or weekend hours regularly as required by business needs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Employee Signature: Date:

*Equal Employment Opportunity*

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.