

# REEP Residential

## Lead Maintenance Technician – Job Description

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**Location:** On-Site

**Job Type:** Full-Time

**FLSA Status:** Non-Exempt (Hourly)

**Reports To:** Community Director

### Position Summary

The Lead Maintenance Technician is responsible for overseeing the daily maintenance operations of the assigned residential community. This role ensures the physical condition, safety, HVAC systems, EPA compliance, and overall appearance of the property meet REEP Residential standards. The Lead takes primary responsibility for on-call coverage and major system performance while directing and coordinating the activities of Assistant Maintenance Technicians, make-ready staff, and porter personnel. The Lead works in close alignment with the Community Director on vendor partnerships, budgeting considerations, and major operational decisions affecting the property.

### I. Lead Accountability & On-Call Responsibility

- Assume primary responsibility for on-call and after-hours emergency coverage.
- Maintain full accountability for HVAC systems, EPA compliance standards, and all life-safety related repairs.
- Oversee resolution of complex HVAC and major system issues to ensure proper diagnosis and completion.
- Direct and coordinate emergency maintenance response to meet company timelines and service standards.
- Ensure emergency service expectations are consistently met and residents receive timely, professional communication and resolution.

### II. Maintenance Operations Oversight

- Oversee daily work order completion and preventative maintenance scheduling.
- Ensure vacant units are turned and ready within established timelines.
- Conduct routine property inspections to identify safety and repair needs.
- Monitor quality control and completion standards across the maintenance team.

### III. Team Leadership & Delegation

- Take the lead in delegating tasks to Assistant Maintenance Technicians, make-ready staff, and porters based on skill level and priority.
- Direct workflow and coordinate daily assignments to ensure operational efficiency.
- Provide guidance and training to maintenance team members.
- Ensure delegated work is completed accurately, safely, and within company standards.

## IV. Vendor & Budget Alignment

- Coordinate vendor scheduling and oversee contracted work in partnership with the Community Director.
- Work closely with the Community Director on vendor selection and large repair or capital improvement decisions.
- Assist in controlling maintenance expenses and adhering to approved budgets.

## V. Safety & Compliance

- Ensure compliance with OSHA, EPA, and local safety regulations.
- Maintain accurate maintenance logs and documentation.
- Promote a safe working environment for team members and residents.

## Performance Expectations

- Ensure timely completion of service requests within company standards.
- Maintain high resident satisfaction regarding maintenance services.
- Support occupancy goals by minimizing make-ready turnaround time.
- Demonstrate leadership through accountability, coordination, and performance oversight.

## Core Qualifications

**Education:** High School Diploma or GED required.

**Experience:** 3–5 years of maintenance experience in multifamily housing preferred.

**Certifications:** EPA Certification required; HVAC certification required.

## Physical Requirements

- Frequently lift and/or move up to 75 pounds.
- Climb ladders and stairs regularly.
- Work in confined spaces and elevated areas.
- Stand, bend, kneel, crouch, and reach for extended periods.
- Work in indoor and outdoor environments in varying weather conditions.

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**Employment At-Will:** Employment with REEP Residential is at-will. This means that either the employee or the Company may terminate the employment relationship at any time, with or without notice, and with or without cause, subject to applicable law. Nothing in this job description shall be interpreted as creating a contract of employment.

*REEP Residential is an Equal Opportunity Employer. This job description is not intended to be an exhaustive list of duties. Management reserves the right to modify responsibilities as needed.*