

NIRHA Maintenance Technician

Summary

This full-time **Maintenance Technician** position at the North Iowa Regional Housing Authority (NIRHA) is responsible for keeping housing units in safe, decent condition and ensuring compliance with federal housing quality standards. The role combines hands-on maintenance of NIRHA-owned properties with inspections of Housing Choice Voucher (Section 8) rental units. Duties include performing repairs and unit turnarounds, conducting Housing Quality Standards inspections, and utilizing digital systems to manage work orders and inspection reports. The Maintenance Technician works closely with management to address maintenance needs and regulatory compliance, and must communicate effectively with residents, landlords, and staff.

Duties and Responsibilities

- **Property Maintenance:** Perform general maintenance and repairs in public housing units, including basic plumbing, electrical, carpentry, painting, and appliance installation tasks. Ensure occupied units and common areas are maintained in a clean, safe, and sanitary condition.
- **Unit Turnovers:** Prepare and refurbish vacated apartments for new occupants, such as cleaning, painting, replacing fixtures, and making necessary repairs to meet move-in standards.
- **Custodial & Groundskeeping:** Carry out routine custodial duties and grounds maintenance to keep properties neat and hazard-free. This includes tasks like trash removal, floor cleaning, lawn mowing, snow removal, and de-icing of walkways.
- **Work Orders & Preventive Maintenance:** Respond promptly to maintenance work orders assigned through the agency's digital work order system. Complete and close out work orders in the system, logging time, materials used, and any tenant charge assessments. Conduct preventive maintenance inspections and minor equipment servicing as scheduled.
- **HCV Housing Inspections:** Schedule and conduct NSPIRE inspections for Housing Choice Voucher program units in the private market. Inspect units using HUD's standards to ensure they meet all safety and quality requirements. Document inspection results using a mobile app. Notify landlords and tenants of deficiencies and reinspect as needed to verify that issues are corrected.
- **Records and Compliance:** Maintain accurate records of maintenance activities, inspections, and inventories of equipment and supplies. Use computers or mobile devices to input data into work order systems and inspection reporting tools. Assist in monitoring and improving maintenance processes to ensure compliance with agency policies and HUD requirements.
- **Safety & Other Duties:** Follow all OSHA safety guidelines and agency safety procedures while performing work. Operate tools, equipment, and vehicles in a

safe manner. Provide excellent customer service when interacting with residents, addressing their maintenance concerns professionally. Participate in an on-call rotation to respond to after-hours emergency maintenance requests (e.g. heating failures, plumbing leaks). Perform other related duties as assigned to support the overall maintenance and operations of NIRHA's housing programs.

Qualifications

- **Education and Experience:** High school diploma or equivalent is required. Prior experience in building maintenance, construction, or related trades is preferred; however, NIRHA is willing to train a candidate with strong aptitude, positive attitude, and work ethic.
- **Technical Skills:** Working knowledge of building systems and repair techniques, including basic plumbing, electrical, HVAC, carpentry, and appliance maintenance. Ability to safely use hand and power tools, lawn/snow equipment, and other maintenance tools.
- **Computer Proficiency:** Ability to use computers, tablets, or smartphones to receive and update work orders and inspection reports in a digital system. Must be able to learn and effectively utilize housing management software and mobile apps for inspections and record-keeping.
- **Communication:** Good verbal and written communication skills for interacting with tenants, landlords, vendors, and coworkers. Customer service skills and a courteous attitude are important when addressing resident maintenance requests or explaining inspection results.
- **Organization and Problem-Solving:** Strong organizational skills to prioritize tasks and handle multiple work orders simultaneously. Ability to troubleshoot and resolve maintenance problems efficiently with minimal supervision. Must be able to follow written instructions, checklists, and safety protocols diligently.
- **Teamwork and Dependability:** Ability to work independently as well as collaboratively with a small team. Must be reliable, punctual, and willing to respond to occasional emergencies or urgent issues after hours. A positive attitude and initiative in improving operations are highly valued.
- **HQS/NSPIRE Knowledge:** Familiarity with HUD Housing Quality Standards or the new NSPIRE inspection protocol is a plus. NSPIRE inspector certification prior to employment is preferred but not required; candidate must be willing and able to obtain certification within one year of hire (training will be provided).
- **Pre-Employment Screening:** Candidate must pass a criminal background check and a pre-employment drug test as a condition of employment, per NIRHA policy.

Required Licenses/Certifications

- **Driver's License:** Must possess a valid driver's license and have a driving record insurable under NIRHA's vehicle insurance policy. The Maintenance Technician will be required to drive a company-provided vehicle to various housing sites, so the ability to safely operate an automatic-transmission truck/van is essential.

- **Certifications:** Ability to obtain HUD NSPIRE inspection certification within 12 months of hire is required (if not already certified). NSPIRE certification ensures the employee can properly conduct voucher unit inspections in accordance with federal standards. (Any other relevant certifications such as plumbing licensing, lead-safe work practices, or HVAC licensing are advantageous but not explicitly required for this position.)

Physical Requirements

This job has physical demands that must be met by an employee to successfully perform the work. Reasonable accommodations will be made for individuals with disabilities in accordance with the ADA. Key physical requirements include:

- Ability to frequently stand, walk, bend, stoop, climb stairs and ladders, crouch, kneel, and reach overhead during the course of daily maintenance activities.
- Ability to lift and carry up to 50 pounds independently (and occasionally more with assistance), for tasks such as moving appliances, equipment, and supplies. Must be capable of performing heavy manual labor for short durations (e.g. shoveling snow, carrying materials).
- Ability to work in cramped or awkward positions as needed – for example, crouching under sinks, working on rooftops, or accessing crawl spaces behind water heaters.
- Adequate vision, hearing, and dexterity to safely operate tools, vehicles, and equipment. Must be able to communicate orally in person and via phone.
- Work is performed both indoors and outdoors. Must be able to tolerate exposure to seasonal weather extremes when working outside (heat, cold, rain, snow), with appropriate protective gear.

Note: The physical demands described above are representative but not exhaustive. NIRHA will provide necessary accommodations as per ADA to enable qualified individuals with disabilities to perform essential functions.

Benefits

NIRHA offers a comprehensive benefits package for full-time employees, which includes:

- **Health Insurance:** NIRHA offers partially subsidized employee health insurance, covering 85% of the premium for employee-only coverage. Employees are responsible for the remaining 15%. Family/dependent coverage is available at the employee's full cost. Dental insurance is also provided.
- **Life Insurance:** NIRHA provides group term life insurance coverage of \$25,000 for employees under age 65, with reduced coverage at age 65 and 70, paid fully by NIRHA. Long term disability coverage is also provided to protect against long-term illness or injury.
- **Retirement Plan:** Participation in the Iowa Public Employees' Retirement System (IPERS), a robust public pension program. NIRHA contributes to the

employee's retirement account as per IPERS guidelines, helping you build a secure financial future.

- **Paid Leave:** Generous paid time off that accrues biweekly from the date of hire, and 9 paid holidays annually. Employees also receive one personal birthday holiday and other leave benefits in accordance with NIRHA policies.
- **Work-Life Balance:** A stable Monday–Friday daytime schedule with limited night/weekend duties (aside from on-call emergencies) and an environment that values work-life balance.

ADA Statement

In compliance with the Americans with Disabilities Act (ADA), NIRHA will provide reasonable accommodations to the known disability of a qualified applicant or employee, as long as the accommodation does not impose an undue hardship on the operation of the agency's programs. This job description is intended to convey information essential to understanding the scope of the Maintenance Technician position and the general nature of work expected. It is not an exhaustive list of duties or requirements; NIRHA reserves the right to modify duties or qualifications of the position at its discretion. NIRHA is an Equal Opportunity Employer and complies with all applicable employment laws.