



CLARKSVILLE HOUSING AUTHORITY

721 Richardson St. ▪ Clarksville, TN 37040

www.clarksvillehousing.org ▪ (931)-647-2303 Office ▪ (931) 647-3785 Fax

Title: Maintenance Tech

Reports To: Maintenance Supervisor

Department/Division: Maintenance

FLSA Status: Non-Exempt

Employment Status: Full-Time

Date: August 22, 2023

Position Summary

Under general supervision performs skilled and semi-skilled duties involved in the cleaning, alterations, maintenance, repairs and general upkeep of Housing Authority facilities, equipment and fixtures. Work assignments are received in oral or written form and are executed with minimal supervision.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

- 1) Shall assist in the total maintenance operation and general upkeep of all developments as assigned to proper safety standards and code requirements as required by CHA, HUD or other compliance requirements. These performance standards include, but are not limited to:
 - a. Unit Turnaround Time – Average turnaround time for maintenance is ten (10) calendar days.
 - b. Emergency Work Orders – Emergency corrected within 24 hours.
 - c. Routine Work Orders – Completed within seven (7) calendar days.
 - d. UPCS Work Orders – Non-Emergency – Completed within twenty-eight (28) calendar days.
 - e. Preventive Maintenance (PM) – Adheres to established PM schedules and performs all tasks timely and in accordance with the schedule.
 - f. Shall report health and safety issues to Maintenance Lead and Maintenance Supervisor while completing work orders or walking grounds.
 - g. Quality of Work – General work product and repairs are to be completed in accordance with standard accepted practice.
 - h. Maintenance of Work Area – Maintain general upkeep of work area including organization of supplies and cleanliness of maintenance shop.
 - i. Personal Appearance – Cleanliness, grooming, and dressing in CHA issued uniform attire.
- 2) Shall be required to be on call at assigned site(s) and shall maintain CHA cell phone charged and on at all times and shall respond to calls as needed. Staff shall also adhere to the On Call Policy and Procedure.
- 3) Shall attend work per predetermined work schedule and attend work outside of predetermined work schedule as required.
- 4) Performs routine janitorial duties of Housing Authority properties and prepares Housing Authority units for incoming resident. Duties to include making all necessary repairs, repainting, stripping and waxing floors, cleaning and repairing all appliances, plumbing and electrical, verifying property electrical, plumbing, HVAC operations, identifying safety hazards within unit.
- 5) Provides supplies to contractor needed to renovate vacated units, if necessary.



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- 6) Shall be responsible for ordering and maintaining CHA inventory, tools, supplies, equipment, including motor vehicle(s) assigned to the department.
- 7) Conducts annual inventory of fixed assets if necessary and inventory of maintenance shop including maintaining data in computer system.
- 8) Maintains general upkeep of work area including organization of supplies and cleanliness of maintenance shop.
- 9) Shall assist in the renovation of vacated units by preparation of surfaces, painting, (either hand painting or spraying), cleaning, and repair of appliances.
- 10) Shall be responsible for the maintenance of grounds which includes but is not limited to the following:
 - a. Maintenance of sprinkler systems.
 - b. Removal of excessive rubbish on the grounds and disposal of such at the appropriate dump area.
 - c. Maintenance of walls and fencing.
 - d. Curb Appeal - Prompt removal of graffiti and anything else that would otherwise detract from a positive impression of a passerby.
- 11) Shall be responsible for the maintenance of plumbing including but not limited to water faucets, toilets and water heaters. Must also know location of sewer lines, including manholes and all clean-out plugs and must know location of water lines including shut-offs.
- 12) Shall be responsible for various carpentry and masonry work including but not limited to replacing base boards, shelves, repairing screen windows and doors, glazing, cutting and installing of glass for window repair.
- 13) Shall be responsible for the replacement of minor electrical essentials including but not limited to receptacles, toggle switches, fuses and multi-breakers.
- 14) Shall assist in various carpentry and masonry work (i.e., replacing mop boards, shelves, repairing/replacing screen windows and doors, glazing, cutting and installing glass for window repair, etc.).
- 15) Shall routinely check A/C and make repairs if necessary. If unable to then, notify Maintenance Team Leader.
- 16) Schedules service maintenance on GHA vehicles biannually, to include battery, tires, parts, and other repairs. Inspects and reports vehicle condition on monthly basis.
- 17) Shall perform any other related duties, as assigned by Maintenance Team Leader, Maintenance Supervisor, Operations Director or Executive Director.

Education and Experience

High school diploma or possession of a certificate of equivalence of High School Achievement (GED) with additional vocational training preferred and one(1) years' experience in maintenance.

Knowledge and Skills

1. Thorough knowledge of the trade skills, methods, materials, tools and equipment used in maintaining dwelling and non-dwelling facilities.
2. Thorough knowledge of federal, state, and local laws, regulations, regulations pertaining to public housing authorities as they relate to maintenance of Agency properties.
3. Working knowledge of mathematical calculations and the principles, practices, and techniques of cost estimating and budgeting.
4. Ability to plan, organize and implement a facilities maintenance program.
5. Ability to interpret complex laws, codes, and regulations.



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6. Ability to read and interpret blueprints/shop drawings, plans, and specifications.
7. Must be able to establish and maintain effective working relationships with other Agency employees, subordinates, residents, contractors, vendors, and other persons outside the Agency.
8. Ability to maintain adequate records and prepare clear and concise narrative and statistical reports.
9. Thorough knowledge of Agency procurement policies and procedures.
10. Ability to identify operational problems and develop effective solutions.
11. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
12. Ability to present information in a clear, organized, and convincing manner.
13. Ability to accurately and completely document in writing appropriate events and activities.
14. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
15. Ability to operate appropriate Agency computer equipment and software packages.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of building and maintenance equipment, tools, equipment, materials, and practices of the building and mechanical trades.
- Must have the ability to plan, assign, and coordinate complex and varied projects.
- Must have the ability to keep records and prepare reports accurately and communicate effectively both orally and in writing.
- Ability to work with a personal computer in a Windows environment including the ability to utilize word processing and spreadsheet applications such as Word and Excel and to utilize other standard or specialized software applications.

Experience and Training

- Experience in building maintenance, electrical, plumbing and general repairs.
- Education should be that of a high school graduate, or special training school in the above required skills.

Competencies

- To perform the job successfully, an individual should demonstrate the following competencies:



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- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offer help when needed.

Scope and Effect

The employee's work affects the Agency's total housing program and the residents assisted by the Agency. Effective and efficient accomplishment of work and management goals by the employee is essential to the Agency's ability to achieve its basic mission to provide housing that is decent, safe, and sanitary.

Physical Requirements



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1. Work is performed both indoors and outdoors, and involves physical exertion common to the construction, rehabilitation, and maintenance industries, such as long periods of standing and walking on rough terrain.
2. Normal physical activity can be tedious and require heavy lifting, carrying, and prolonged standing, walking, reaching, bending, pushing, pulling, kneeling, crouching, stooping, climbing, balancing and lying prone. The employee must use arm strength to manipulate hand tools such as saws, sanders, and jointers.
3. Work sometimes involves moderate risks and discomfort common to architects, engineers, and contractors; and may require occasional use of personal protective equipment.
4. Must be able to sit or stand for up to eight hours at a time while performing work duties.
5. Must be able to bend, stoop, push, pull, carry, lift, climb, kneel, or crawl in the performance of work-related duties.
6. Must have a sense of balance sufficient for standing on a ladder of at least six (6) feet in height for an extended time period of time.
7. Must be able to operate hand tools, power tools, and equipment (e.g., drills, wrenches, hammers, pliers, electrical [Ohm] meters, saws, threaders, plumbing snakes, etc.)
8. Must have normal color perception to differentiate colors of electrical wiring, etc.
9. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
10. Must have vision and hearing corrected to be able to legally operate a vehicle in various environmental and traffic conditions and perform essential job functions.
11. Must maintain a professional appearance and portray a positive image for the Agency.
12. Must maintain punctuality and attendance as scheduled.
13. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work is performed indoors and outdoors. During outdoor work, the employee is subjected to various weather and temperature extremes as well as occasional exposure to mechanical or electrical shock hazards, dusts, and mists. The employee may be required to use goggles, gloves, masks, safety boots, or other personal protective equipment. Work indoors involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

Other Requirements

1. Must possess a State of Tennessee driver's license and maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.



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The Clarksville Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Clarksville Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE