



Job Title: Maintenance Assistant

Location: The Highlands on the East Side – Providence, RI 02906

Hours: Full Time with rotating weekend coverage

Job Summary:

Responsible for executing maintenance requests by diagnosing problems and making repairs in order to maintain the physical condition and appearance of the community according to operating and safety standards; ensure that service requests and repairs are made in a timely manner.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Diagnose and repair problems in such areas as HVAC, electrical, plumbing, major appliances, carpentry, emergency systems, flooring, hardware accessories, masonry, painting/wallpaper, water features and waste management systems.
- Complete assigned service requests and repairs consistent with company operating and equipment/supply standards and in a safe and timely manner.
- Perform turn-key work as required to ensure vacant apartment homes are rent ready in a timely manner.
- Maintain customer service standards. Respond to resident requests and work with residents to minimize/resolve problems and complaints. Follow-through to ensure issue is resolved.
- Apply all applicable HallKeen Assisted Living Policies and Procedures such as, but not limited to, company operating and safety standards. Promote safe work practices among on-site staff.
- Ensure compliance with all federal, state and local laws, specifically Fair Housing regulations, building codes and environmental laws and regulations.
- Assist with organizing and prioritizing service requests and general maintenance tasks.
- Cover open shifts as needed.
- Snow removal on sidewalks, roof, and driveway.
- May supervise the work of other associates and outside contractors.
- May perform other duties as assigned.

Minimum Qualifications:

- High School diploma or equivalent (GED) preferred.
- 1 year experience in property/facility management maintenance performing the duties associated with a Maintenance Assistant.
- Able to read and write in English as demonstrated by clear and concise written and verbal communications; the ability to read maintenance tickets and to read and understand labels on containers of maintenance related chemical, supplies and materials.
- Able to perform basic arithmetic skills such as measurement, addition, subtraction, multiplication and division in order to do basic calculations and analysis such as estimating, determining averages and percentages, and totals.
- Able to occasionally operate general office equipment such as, but not limited to, personal computer, telephone, photocopying machine, facsimile machine and postage machine.
- Able to frequently use general maintenance tools, supplies and equipment such as, but not limited to, hand tools, pressure washers, blowers, paint equipment, pool chemicals, ice removal equipment, ladders, landscaping equipment, sanders and safety equipment.
- Able to frequently handle and use chemicals and general cleaning supplies.
- Must possess basic hand tools necessary for performing maintenance related duties

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand for long periods of time.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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