



## **Housing Solutions of Northern Arizona Job Description**

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| <b>Position Title:</b>     | Rental Maintenance Personnel                                                                                                                                                                                           |
| <b>Employment Details:</b> | Full-time – Approx.. 40 hrs/wk<br>Monday – Friday; 8 a.m. to 5 p.m.<br>Some Weekends, Nights, or On-Call Work Required<br>Non-Exempt Position<br>Starting Salary Range: \$26.92/hr. to \$28.85/hr.<br>Benefit Eligible |
| <b>Job Location:</b>       | Various rental properties in Flagstaff and northern Arizona                                                                                                                                                            |
| <b>Main Office:</b>        | Housing Solutions<br>1500 E Cedar Ave, Suite 86.<br>Flagstaff, AZ 86004                                                                                                                                                |

### **Housing Solutions of Northern Arizona Mission and Vision:**

Mission: Building opportunities for sustainable, affordable housing in northern Arizona.

Vision: All residents will have access to safe, decent and affordable housing with an opportunity for upward mobility.

### **Housing Solutions of Northern Arizona History:**

Housing Solutions of Northern Arizona, Inc., is a local 501(c)3 nonprofit organization whose mission is to build opportunity for sustainable, affordable housing in northern Arizona. Founded in 1990, as the Affordable Housing Coalition and previously known as BOTHANDS, the organization's main programs include housing counseling, transitional housing to serve households experiencing homelessness, permanent rental housing, serving low-income households and moderate-income members of the workforce, and construction of affordable housing including new construction and acquisition/rehab.

### **Housing Solutions of Northern Arizona Organizational Values:**

Housing Solutions of Northern Arizona holds our staff to high standards, enabling the organization to achieve our mission and provide the best possible service to the communities we serve. Team members are expected to uphold the following values in their conduct, language and behavior:

- **Professionalism:** Employees are mindful of how they present themselves and HSNA to the public, to clients, to shareholders, and to one another. Employees will communicate with a sense of decorum and appropriate boundaries. Employees deliver consistent high quality and punctual work output. Employee behavior should be culturally respectful and above reproach, whether the employee is working in an office setting, in a tenant's home or in the public.
- **Accountability:** Employees are accountable for their work performance. This includes employees being honest about barriers, challenges, and shortcomings. Employees are receptive and responsive to feedback and constructive criticism. Employees are concerned with the use of agency power and resources, avoiding undue waste. Employees prioritize adherence to best practices, governing rules and regulations. Employees understand program outcomes and impact are reported to internal and



external stakeholders, who are essential to the ongoing success of our programs.

- Kindness: Employees keep personal judgements and slights away from coworkers, clients, and partners. Employees are mindful of the appropriateness of their tone and language.
- Innovation: Employees are flexible and open to change. They understand program design and implementation are informed by data and outcomes. Housing Solutions is focused on growth and continuous improvement.
- Impact: Employees are driven to provide tangible and measurable outcomes that are sustainable and meaningful to our communities and the people we serve.

### **Summary:**

The Rental Maintenance staff member will be responsible for routine maintenance, groundskeeping, and repair of rental properties owned and operated by Housing Solutions of N. Arizona. Maintenance and repair can include preventative maintenance, as well as repairs of properties when there is damage to a unit. This person will also help with turnover of rental units, ensuring units are in a safe and decent condition prior to tenant move-in. This person will work with Property Management staff to conduct regular unit inspections to identify maintenance needs and conduct preventive maintenance.

### **Essential Duties and Responsibilities:**

- Work with HSNA staff, including the Director of Rental Programs and property managers, to ensure all HSNA rental properties are in good condition.
- Conduct routine inspections of units and complete preventative maintenance on properties, as needed, or as outlined on the schedule.
- Respond to tenant and staff requests for repair.
- Consult with supervisor and subcontractors as needed to ensure the properties are in good condition.
- Complete routine landscaping of rental properties, to ensure properties are well-maintained and that HSNA continues to be a good neighbor to adjacent property owners, keeping our properties clean and weed-free.
- Complete reports re: maintenance and repairs completed.
- Be respectful and courteous to both internal and external customers.
- Ensure compliance with Confidentiality Policy.
- Ensure compliance with AZ Landlord/Tenant Laws.
- Perform related duties as assigned.

### **Minimum Qualifications:**

- Must have a valid driver's license and access to a vehicle to drive to and between various job sites
- Must agree to a criminal background check. Hiring is contingent on status of criminal background at the discretion of HSNA
- Ability to obtain a Fingerprint Clearance Card
- Minimum 2 years' experience in construction, rental maintenance, or related field
- Knowledgeable on basic trade skills including painting, drywall, groundskeeping, and basic home maintenance
- Good oral and written communication skills.



- Able to stand, sit, walk, stoop, kneel, crouch, crawl, reach with hands and arms, talk and hear. The employee is occasionally required to climb or balance and frequently lift and/or move up to 75 pounds.
- The employee is occasionally exposed to outside weather conditions and loud noise levels.

**Preferred Qualifications:**

- Bilingual in Spanish
- Successful completion of Coconino Community College's Property Maintenance Certification Course
- Experience in housing programs highly desired

**The Ideal Candidate Will:**

The Rental Maintenance Personnel position will be an individual who demonstrates some or all the following qualifications as developed formally or through relevant experience and informal training.

**Experience:** Combination of education and experience in a variety of trades, including plumbing, basic masonry and drywall, basic electrical work, carpentry, landscaping, etc.

**Organization:** The capacity to keep track of equipment, inventory, and job requests while working individually to keep an appropriate pace.

**Communication:** Possess strong written and verbal communication skills to communicate effectively to internal and external customers such as co-workers, tenants and third-party vendors. ; ~~a persuasive and passionate communicator with excellent public speaking skills.~~

**Character:** Exhibit ~~passion~~, humility, integrity, positive attitude, dedication to HSNA mission, and self-directed.

**Example Key Performance Metrics Include:**

- Time between unit vacancy and readiness for new lessee
- Response time to maintenance calls being addressed
- Quality and completeness of repair
- Adherence to annual budget
- Organization/accuracy of supply inventory