

Job Description

Main Purpose of Job

Perform and support specific maintenance requirements, including routine, reactive, and proactive maintenance and repairs, as directed by the Maintenance Technician Team Lead (MTL) for all building and site operations for assigned Matrix Group, Inc. (MGI) properties; ensuring all projects are completed efficiently and within budget; and identifying potential needs and solutions to improve maintenance on all MGI properties.

Duties

▪ Maintenance and Repair Responsibilities

- Perform required maintenance of all assigned properties as instructed by MTL, including:
 - Light construction
 - Light plumbing and electrical work
 - Change light bulbs/ballasts/switches/outlets
 - Maintenance of HVAC equipment including light trouble shooting as necessary
 - Change filters and check t-stats in vacant properties when applicable (all other maintenance done by contractor)
 - Installation of “Best” Lock system (Door Hardware)
 - Check sump pumps on properties where applicable
 - General roof maintenance (debris removal, caulking, emergency repairs)
 - Check for soffit damage for potential roof leak or roof drain leak
- Maintain Matrix Properties in the Following Specific Areas
 - Exteriors
 - Ensure exterior front entry is clean (doors, walls, floors mats)
 - Check exterior lighting monthly to ensure that lights are in good working order and cycling of fixtures
 - Check exterior trash receptacles/ashtrays to ensure they are being cleaned by the janitorial staff
 - Monitor trash pickups to ensure trash is properly picked up by the vendor and no illegal dumping is occurring
 - Keep dumpster areas clean
 - Clean soffits and walkways of debris where applicable
 - Check to ensure that all trash/weed control is performed by landscape vendors
 - Perform trash/weed control for properties not served by landscape vendors
 - Ensure signage is clean and in good working order/appearance
 - Interiors
 - Main lobbies & corridors
 - Check lights/ceiling tiles/carpet snags/runs
 - Repair damage/replace as necessary and approved
 - Check exit & emergency lights monthly for good working order
 - Ensure elevators, stairwells, vending areas, and restrooms are cleaned by janitorial staff
 - Monitor restrooms and perform necessary maintenance, including:
 - Check for sewer gas – drains checked, etc.
 - Check water sources for leaks and dripping fixtures.
 - Check to ensure soap, toilet tissue and paper towel dispensers are stocked
 - Check lights for good working order (lamps, ballasts, switches)
 - Check fire extinguisher tags monthly to ensure they are charged within the green charge area and tags are up to date on the extinguisher
 - Ensure proper recycling of recyclable items (i.e. used paint, light bulbs containing mercury, cardboard, etc.)
 - Check T-stats and RTU’s for good working order during daily/weekly site visits – especially critical during winter months
- Perform maintenance of all vacant suites per Matrix vacancy check list
- Maintain cleanliness in building maintenance office, phone utilities room, and electrical rooms

- Address issues at properties on snow/inclement weather days as directed by MTL and Director of Property Management (DPM)
- Provide inventory control for all supplies stored in maintenance office, such as cleaning supplies, light bulbs, ceiling tiles, door knob, plumbing supplies, etc.
- Complete any other tasks related to facilitating the efficient operation of the properties as determined by the MTL
- **Communication Responsibilities**
 - Report to MTL in all areas of work performance and to DPM where applicable, including but not limited to:
 - Immediately notify MTL if any maintenance or repair is discovered on any property
 - Communicate any issues found during regular duties, including:
 - Major exterior issues, such as roof/roof drain leaks
 - Exterior lighting, trash/weed control, and landscaping
 - Interior lights, ceiling tiles, or carpet/flooring damage
 - Coordinate with MTL if any supplies are needed
 - Report to MTL and DPM any unusual circumstances at the properties
 - Maintain thorough and timely communication throughout the process of receiving and completing work orders as directed by MTL and DPM
 - Convey immediately if any repair or maintenance requested or discovered cannot be performed by MTs
 - Represent MGI in all interactions with tenants and vendors, ensuring professionalism and exceptional service
 - Converse with tenants while on site at their properties to determine any issues needing resolution
 - Ensure discretion and confidentiality of MGI information as required, seeking guidance from MTL if unsure
- **Process/Schedule Responsibilities**
 - Follow weekly schedule provided by MTL
 - Carry out Preventative Maintenance Schedule as set up by MTL and DPM
 - Carry out all work orders as and set forth in Policy & Procedures Manual
 - Obtain approval from DPM for all purchases over \$200 prior to purchase
 - Provide coverage for other MTs during PTO as approved and coordinated by MTL
 - Alternate with other MTs for after-hours and weekend calls
 - Cross train as directed by MTL in all aspects of other MT team duties
 - Perform any other tasks related to facilitating the efficient operation of the properties as determined by the MTL
- **Personal Readiness Responsibilities**
 - Supply & maintain all personal tools
 - Carry cell phone at all times during working hours and when on call
 - Wear uniform provided by Matrix so tenants can easily identify Matrix MTs
 - Maintain/laundry uniform & maintain professional and clean personal appearance
 - Maintain professional demeanor in all interaction with tenants
- **Miscellaneous Responsibilities**
 - Maintain intimate knowledge of applicable life-safety rules, regulations and codes
 - Identify areas and opportunities for training and continuing education related to job description (i.e. technical products/procedures and safety issues.
 - Propose training/continuing education courses to MTL per Matrix Education Benefits Policy & Procedure
 - MGI employees are responsible for reviewing and understanding MGI Policies and Procedures located on MGI's H-drive

Key Competencies/Skills

- Sound judgment, problem-solving and decision-making skills
- Ability to establish relationships while retaining high level of professionalism
- Displays strong communication and interpersonal skills
- Excellent organization and time-management skills
- Ability to manage multiple priorities in the midst of interruptions
- Attention to detail and high level of accuracy
- Exhibits adaptability to acquire new tasks without losing sight of other responsibilities
- Takes initiative in addressing projects and day-to-day responsibilities
- Demonstrates integrity and a positive attitude at all times
- Strong focus on teamwork and collaboration

Employee Acknowledgement

This Job Description is intended to describe the general nature and work responsibilities of the position. This Job Description and the Duties of this position are subject to change, modification and addition as deemed necessary by Matrix Group, Inc. This Job Description does not constitute an employment contract between Matrix Group, Inc. and any employee. The Duties of this position may include cross-training in other functions to ensure satisfactory operation.

I have read the above Job Description, understand its contents and have had an opportunity to discuss with my Direct Supervisor or the Hiring Manager. By signing below, I agree that I understand what is expected of me and can comply with all requirements of this position.

Employee Name (printed)

Employee Signature

Date