



Senior Maintenance Technician

Overview: Oak Hill Management, a commercial property management company located in Raleigh, NC, is seeking a Senior Maintenance Technician to ensure its properties operate and show appropriately for Commercial Real Estate. This dynamic role works closely with property management, project management and leasing staff. The ideal candidate will have the capability and experience necessary to utilize skills from various trades to complete corrective and preventative maintenance. The role is based in Raleigh, with periodic work in Fayetteville, NC, and will be responsible for assisting tenants with any repair requests that are within the framework of the lease and the skillset of the facility maintenance department, or for coordinating an outside vendor. As such, the position demands a dedicated individual with excellent interpersonal and customer service skills with the ability to prioritize, multi-task, work independently and solve problems.

Essential Functions:

- Make regular rounds of the properties - review, walk/drive, inspect, and help maintain the cleanliness and safety of parking lots, external areas around buildings and common interior spaces (lobby areas, elevators, amenity spaces, etc.)
- Oversee inspection of building systems (HVAC, FA, etc.) through a preventative maintenance schedule to determine and detect any malfunctions and make or coordinate repairs as necessary
- Follow-up with tenant service requests through work orders and via tenant and coworker verbal/written requests (document in work order system if needed)
- Develop and maintain strong relationships with tenants, vendors and coworkers
- Perform minor electrical maintenance within individual skill set and licensure (refer to supervisor when unsure)
- Perform minor plumbing maintenance within individual skill set and licensure (refer to supervisor when unsure)
- Perform minor painting, carpentry and masonry work (e.g. preparing surfaces and using brush, sprayer, or roller to apply paints, stains, and varnishes, hanging doors, installing signs, fitting locks and handles, etc.)
- Ensure building entrances, including common loading docks, are safely accessible
- Coordinate scheduling of vendors for repairs
- Maintain maintenance storerooms and office in a neat, clean, and organized manner
- Order and stock parts, and maintain required documents accordingly
- Perform other work-related duties as assigned
- Must be able to work flexible hours

Education and Experience Requirements:

- High school diploma or equivalent
- 3 years maintenance experience, or similar field
- Certificate in HVAC, building maintenance technology or relevant field is a plus
- Basic understanding of electrical, plumbing, carpentry and HVAC is a plus

Knowledge, Skills and Abilities Required:

- Excellent oral and written communication, along with interpersonal skills
- Must be customer service oriented
- Adherence to OSHA safety standards
- Available for on-call emergencies
- Grasp new concepts quickly
- Meet the company's attendance, dress, personal hygiene and punctuality standards
- Be self-motivated, accountable and display pride of ownership in day-to-day operation of the property
- Evaluate objectively, fairly, and consistently while being detail-oriented

- Manual dexterity and problem-solving skills
- Handle multiple tasks with strong organizational skills
- Ability to use common tools
- Knowledge and ability to use computers and related technology efficiently
- Understand and follow directions as given
- Work with minimal supervision

Physical Requirements:

- Ability to lift at least 50 pounds
- Ability to climb extension ladder and step ladder
- Bending at the waist, sitting, kneeling, laying horizontally, climbing, walking, etc., as the job may require

Environmental Conditions:

- Extreme heat or cold
- Noise level which may, at times, require normal hearing protection in the form of ear plugs
- Heights
- Electricity
- Lubricating fluids, cleaning solvents, batteries, etc.
- Cleaning fluids
- Paints and solvents

This position will report directly to the Property Manager. The person in this position is expected to present and maintain the brand with the utmost integrity and professionalism. The above job description is not intended to be an all-encompassing list of responsibilities, skills, efforts, or working conditions associated with this position. Specific responsibilities may be updated from time to time. When in question, refer to the Property Manager. It is intended to be a guideline reflecting the principal activities.