



Make Ready Technician Job Description

Overview: Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. "It's their neighborhood, future, & dreams". Our objective is to help build, and contribute the good things we do for the sake of adding value to the lives of the people we're honored to serve.

Position: The Make Ready Technician is essential to the effective and efficient operation of the Maintenance Department. The Department consists of 400 scattered site single family rental homes, 30 Community Land Trust homeowners, 2 multifamily senior living buildings with 95 apartments, and 5 commercial buildings including office headquarters, family support center, cinema, health center, and retail strip including a café.

The Make Ready Technician would provide administrative support to the Make Ready Manager in the successful operation and coordination of the make ready turn over of vacant homes. The Make Ready Tech would also provide support to Make Ready Manager on Housing Authority and Occupancy Inspections.

Responsibilities include, but are not limited to:

- Provide the highest degree of customer service when working with residents and vendors.
- Complete assigned work by the Make Ready Manager.
- Assist in the make ready and turnover process of vacant homes.
- Change locks and install lockboxes, alarms in newly vacant homes.
- Monitor when supplies are needed and work with MRM to fulfill order.
- Ensure all vacant homes meet BH standards prior to move in.
- Walk vacant homes prior to move in and write and complete punch lists.
- Meet inspectors on site for inspections (Occupancy, Housing Authority)
- Complete work associated with any failed inspections.
- Document work in Appfolio with completed work orders and detailed notes.
- Complete and track preventive maintenance during the turn over process.
- Complete work orders assigned by Make Ready Manager
- Other duties as assigned.

Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- Methodical -- Strong analytical, systems, and problem solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.

- Reliable -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

Preferred Experience and Qualifications:

- High school diploma or GED required. 4 year degree, preferred.
- 2 years experience in rental or commercial maintenance, required.
- An above average knowledge of electrical, plumbing, carpentry, and mechanical systems.
- Excellent interpersonal and verbal communication skills, with the ability to communicate in a professional and cordial manner with co-workers, residents, and vendors.
- Excellent verbal and written communication skills required.
- Computer literate including MS Word, Excel, PowerPoint and Outlook required.
- Ability to work effectively in both individual and group settings.
- Ability to multi-task in a fast paced environment and use independent judgment.
- Must have valid license and reliable transportation.

Physical Requirements:

This position works primarily in a social services agency environment supporting multiple functions directed at assisting clients with home ownership. The Make Ready Technician will perform most functions in a business setting, either at the regular assigned worksite, or at off-site offices, training rooms and/or other room found to accommodate small or large groups of clients. This position may frequently fluctuate from being constantly sedentary while compiling documents, working on computers; phones and in personal interaction and conversations to being constantly in motion. This position may require occasional standing depending on the task being performed. The constant use of eyes and hands will be required in all environments where work is performed involving clerical task and personal interactions. The incumbent may frequently sit, stand, walk, reach, stoop, climb, lift, carry and bend when performing essential job function including traveling to worksites in a vehicle. Seldom is defined as 1% to 5% of the time. Occasional is defined as 6% to 39% of the time. Frequently is defined as 40% to 74% of the time. Constantly is defined as 75% to 100% of the time.

LIFTING REQUIREMENTS:

- Lifting 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds. This is considered a medium lifting required position.
- PHYSICAL DEMANDS:
 - Bending - frequent
 - Pushing - frequent
 - Hearing - constant
 - Reaching - occasional
 - Climbing - occasional
 - Seeing - constant
 - Speaking - frequent
 - Standing -constant
 - Walking - constant

Definitions:

Constant - activity is continually occurring and required to perform the essential functions of the job. Frequent - activity is a usual and customary part of the essential function of the job. Occasional - activity is needed to perform the essential functions of the job at random intervals. Not Required - may be a routine part of the job, but the essential functions can be performed without this activity.

Supervisor:

- Make Ready Manager

Supervises:

- None

Salary and Benefits:

- Full-time hourly position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

Application Instructions:

Please send resume and cover letter to hr@beyondhousing.org by January 31, 2021. For more information on Beyond Housing, visit www.beyondhousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.

ADA – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The **Summary of Physical Requirements** is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

Diversity & Inclusion Statement: At Beyond Housing, we are committed to promoting ***Diversity, Inclusion, and Equity*** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees' differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.