**Housing Solutions of Northern Arizona**

**Job Description**

**Position Title:** Residential Maintenance Specialist

**Employment Details:** Full Time

Monday to Friday 8 a.m. to 5 p.m.

Some nights and weekends

Regular local travel required; some farther travel in NAZ

“On-call” for rental emergencies

Exempt Position

Starting salary range: $45,000 - $47,000 DOE

Benefit eligible

**Job Location:** 2304 N. Third St.

Flagstaff, AZ 86004 (various rental properties in Flagstaff)

**Other:** This position is partially grant-funded.   
 Reports directly to the Maintenance Manager.

**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, construction of affordable housing and Sharon Manor, a transitional housing facility for homeless women and children survivors of domestic violence.

**Housing Solutions of Northern Arizona’s Non-Discrimination Policy:**

Housing Solutions of Northern Arizona, Inc. is an equal opportunity employer and provides equal employment opportunities to otherwise qualified individuals without regard to race, color, creed, age, sex, gender, gender identity/expression, transgender status, religion, religious beliefs, ethnicity, national origin, familial status, pregnancy, sexual orientation, disability, military status, handicap, genetic information, marital/parental status, political affiliation or any other basis prohibited by law. The practice of non-discrimination applies to all employees, volunteers, applicants for employment and applicants for volunteer opportunities, and to all terms and conditions of employment.

**Summary:**

Diagnose maintenance issues, make necessary repairs and ensure service requests are completed in a timely manner. Provides planned, preventive and emergency maintenance on Housing Solutions’ rental properties (current rental inventory is 48 units with projection to increase rental properties over the next 18-24 months). Repairs rental properties, as needed, when tenants report problems with their units. Triages repairs & maintenance needs, responding to issues based on severity and impact to tenants. Conducts routine unit inspections to ensure rental units are in good condition and that preventative maintenance issues are addressed. On-call for emergency unit repairs, as needed. Coordinates repairs and schedules with HSNA property managers. Interacts with tenants in person and by phone and email in a respectful, positive manner. This person will be on-call (along with other HSNA employees) to respond to after-hours rental emergencies. Work is performed in and outside residential properties.

**Essential Duties and Responsibilities:**

* Perform planned, preventive and emergency maintenance tasks on rental properties.
* Deliver the highest level of resident and team satisfaction through responsive, consistent, positive and professional interactions.
* Maintains HSNA rental properties to ensure they are in good condition and provide decent, safe housing to tenants.
* Triage repairs and maintenance needs based on severity of issue and impact to tenants.
* Conducts routine inspections of HSNA rental properties to address repair needs.
* Ensures proper procedures, regulations and safety standards are met
* Communicates effectively with property management personnel and tenants re: maintenance scheduling and impact
* Oversees and completes work on minor rehab projects associated with acquisition of rental units
* On-call with HSNA property management employees to respond to after-hours maintenance emergencies, as needed
* Works well independently & collaboratively with other personnel and professionals in a team environment
* Position requires travel to and from rental properties. Successful candidate must have their own transportation (mileage reimbursement at approved Federal Rate)
* Maintain a current and accurate inventory of all HSNA maintenance equipment and tools
* Routine turnover duties of vacant units
* Other duties as assigned

**Minimum Qualifications:**

Successful candidate must have:

* Minimum 2 years’ experience in rental maintenance, construction or related field
* Working knowledge of basic plumbing, drywall repair, painting & carpentry
* Some knowledge of electrical systems and/or basic plumbing
* Willing to complete landscaping maintenance on rental properties
* Own dependable transportation, clean driving record & automobile insurance (employee mileage reimbursement provided)
* Good communication skills
* Able to acquire Level 1 Fingerprint Clearance Card
* Able to work cooperatively with other team members
* Well organized with excellent time management skills
* Regularly use hands to manipulate tools, machinery, and equipment; frequently stand, reach with hands & arms, climb ladders, balance and stoop. Regularly lift and move equipment and supplies up to 50 lbs.

**Preferred Qualifications:**

Bilingual in Spanish

Completion of Property Maintenance Certification Courses (offered at Coconino Community College)

Experience in housing development/construction

Experience working with a nonprofit organization