

## **Maintenance Technician**

**Full-time, 40 hours, 5-day work week, 8:30 am to 4:30 pm**

**Entre Nous Femmes Housing Society properties (various), Metro Vancouver**

Entre Nous Femmes Housing Society (ENF) is a charitable not-for-profit housing organization committed to enhancing people's lives by creating communities that provide affordable, safe and secure housing. We manage eleven affordable housing complexes and provide over 400 affordable rental homes for women, families, seniors and people with disabilities in Vancouver, North Vancouver, and Surrey.

### **OPPORTUNITY**

ENF is currently seeking to fill a full-time position as a Maintenance Technician. This position falls under the leadership of the CEO and works under the direct supervision of the Senior Property Manager.

**This position is five days a week, Monday to Friday, with a wage of \$27.00 to \$33.00 per hour, depending on experience.**

### **ENTRE NOUS FEMMES OFFERS THE FOLLOWING:**

- Competitive wages and annual reviews
- Three weeks' vacation to start
- One week of additional paid vacation during holiday office closure from December to January
- Comprehensive extended health, vision and dental package
- RRSP contribution after three months of successful employment
- \$200 per month car allowance
- \$350 reimbursable annual Employee Wellness Program
- Staff training and professional development opportunities

### **MAIN AREAS OF FOCUS**

- To troubleshoot and perform minor repairs and maintenance of ENF properties.
- To support Property Managers in the general upkeep and maintenance issues at ENF properties.
- To provide exceptional customer service to our resident community.
- Ensure ENF is represented professionally, responsibly, and respectfully at all times.

## **KEY POSITION RESPONSIBILITIES**

### **Building Maintenance**

- Perform basic repairs to common areas, including interior and exterior of buildings
- General clean-up of the property, including garbage clean-up.
- Landscaping work includes mowing lawns, weeding, sweeping walkways, raking leaves, and snow removal.
- Power washing of parking garages and walkways.
- Minor repairs of common areas and suites (repairing walls, painting, flooring repairs, ceilings etc.)
- Minor building repairs such as replacing handles & door hardware, adjusting door swing, and miscellaneous interior and exterior repairs.
- Basic window and sliding door repair
- Basic drywall repair and painting
- Unit preparation between move-out and move-in. This may include demolition, some packing and moving of tenant belongings & furniture into storage as required.
- Participate in unit inspections
- Prepare units and buildings as required for contractors
- Provide authorized building or suite access to contractors, service providers, etc. and supervise their work
- Cleaning and maintaining storage and workshop areas within the building, conformance with safety standards.
- Purchase, receive, move, and store supplies and equipment.

### **HVAC & Plumbing**

- Preventative maintenance and inspections of mechanical (HVAC & Plumbing) equipment as per checklists, including changing filters, verifying equipment operation and other activities as required.
- Minor plumbing repairs such as unclogging drains and toilets, changing toilet handles and seats and other repairs that do not require a trade certificate.

### **Electrical**

- Minor electrical repairs, including replacement of common area light bulbs, replacement of light fixtures, switches, and other repairs that do not require a trade certificate.
- Repair and installation of common household appliances.

**Administration**

- Document and report pre-and post-maintenance jobs by taking photos and notes and emailing them to Property Managers
- Serve various notices to residents as required
- Communicate with residents regarding work progress
- Create and process work orders online in Arcori
- Using Arcori to keep daily, weekly, monthly and quarterly logs of repairs, maintenance and inspections
- Using the Safetyline app for daily check-in and check-outs
- Responding to daily emails on Outlook
- Using Zoom or Microsoft Teams to attend meetings
- Perform other repair and related duties that might be required from time to time
- Follow ENF policies and procedures at all times

The preceding job description is not exhaustive and may change from time to time depending on the organization's needs.

**SKILLS & EXPERIENCE**

- Proven ability to communicate effectively in English – verbally and in writing
- Excellent interpersonal and customer service skills
- Ability to preserve and respect tenant confidentiality
- Ability to demonstrate patience, tolerance, diplomacy and exercise tact and good judgement when dealing with a variety of clients of diverse cultural, educational and socio-economic backgrounds and behavioural issues
- Strong organizational skills
- Fast and accurate painting skills are a necessity
- Working knowledge of applied trades such as electrical, plumbing, or carpentry (no ticket required)
- Basic plumbing, electrical and mechanical systems knowledge
- Willingness to do landscaping and cleaning
- Good conflict-resolution and problem-solving skills
- Be a team player that demonstrates a positive attitude, is personable and courteous in working with all levels of staff and management
- Able to work independently and a willingness to learn and follow instruction
- Resourceful and able to take responsibility for assigned tasks
- Must be bondable and physically fit to lift to 20 kg and climb multiple flights of stairs when needed
- Ability to use various functions on a smartphone (for calling, texting, emailing, checking-in and taking/sending photos)
- Working knowledge of Microsoft Office Applications (Outlook, Word and Excel) and meeting technology (Zoom, Microsoft Teams)
- Must possess a valid Class 5 Driver's license and a clean driving record
- Must have access to a vehicle

## OTHER

- The position requires weekly travels to North Vancouver, Vancouver and Surrey, where ENF buildings are located.
- The position has a 3-month probationary period.
- A criminal record check for working with vulnerable children and adults is required for this position (paid for by ENF).
- The successful candidate is required to be fully vaccinated against COVID-19 or be willing to get vaccinated before their start date.
- Experience working in the non-profit housing sector would be an asset.

## HOW TO APPLY

We always look forward to receiving applications from great people who want to work with us! ENF welcomes applications from all genders, backgrounds and cultures to join our diverse team. We encourage women, people of colour and those with experience living in social housing, either with Entre Nous Femmes or other providers, to apply.

If you think you'd be a good fit for Entre Nous Femmes Housing Society, we invite you to submit your resume and cover letter to Lilian Chau, CEO at [info@enfhs.ca](mailto:info@enfhs.ca) with **"Maintenance Technician + {Your Name}"** in the subject line.

Postings will remain open until the position is filled. We thank all applicants for their interest in our career opportunities. However, only candidates selected for an interview will be contacted.