

**Position: Maintenance Technician II**

**Location:** The Blairs District – Silver Spring, MD

**Position Type:** Full Time, Exempt

**Reports to:** Senior Property Manager

**Pay Range:** \$23.00/hr - \$33.00/hr

The Maintenance Technician II is responsible for working directly with the property and engineering management leadership teams in implementing and maintaining the building management systems, preventative maintenance, operating objectives and quality standards at Tower's Residential Assets, The Blairs District. All engineers will work in a manner to protect the building asset and the value of the property. This position has a high level of customer interaction and customer service requirements. They have regular, frequent contact with tenants and/or building occupants. The Maintenance Technician II should represent Tower in a positive way and demonstrating technical competence when handling tenant/occupant inquiries.

**Essential Duties and Responsibilities:**

- Respond to maintenance requests/service tickets in a timely manner.
- Record all maintenance and/or repair performed in accordance with the guidelines established by management or policy/procedure.
- Communicate escalated concerns to supervisor, using best judgement in asking for assistance or additional help to resolve an issue.
- Participate in proactive and preventative maintenance programs on an on-going basis.
- Troubleshoot, evaluate and make recommendations to upgrade maintenance equipment and/or implement savings opportunities whenever possible.
- Perform basic repairs not limited to plumbing, HVAC, Electrical, drywall, carpet, and tile repairs.
- Proactively monitor and adjust mechanical equipment as needed.
- Inspect mechanical rooms, generator room, fire pump room, cooling tower, all motors, house pumps and sump pumps, parking garages and vacant space making sure to report deficiencies to management as needed
- Possess competent knowledge of the use and care of tools and equipment used in facility and ground maintenance.
- Responsible for documenting and reporting maintenance-related activities within the building while to effectively communicating with the property management and engineering teams for efficient and effective building operations.
- Ensure the building is safe for pedestrian traffic always. Remove and/or treat surfaces for snow, ice or debris, which may affect walkways, ramps, or entrances/exits.

- Practice safe work habits; comply with Maryland regulations, applicable codes, and Company directives as related to building operations.
- Act as full member of the Building Team, fostering relationships with vendors and housekeeping staff and property managers.
- Respond to after-hours emergency calls by participating in the on-call rotation schedule.
- Gather all tools and equipment needed to perform all duties assigned by management on a daily basis in a timely manner.

**Requirements:**

- Minimum of 2-4 years' experience in building maintenance.
- High school diploma or equivalent is required.
- Well-rounded maintenance skills experience using building systems; knowledge in HVAC, boiler, chillers, energy management systems, plumbing, basic electric, drywall, tile, painting, etc.
- Proactive and not afraid to take initiative.
- Ability to obtain licenses(s) for applicable jurisdiction and equipment
- Very high-level customer service skills required and must have a sense of urgency.
- Ability to manage multiple priorities, able to determine escalated concerns and adjust accordingly.
- Basic computing skills in outlook and basic phone app skills using service apps for service tickets & energy management
- Strong verbal and written English communication skills.
- Must be available after hours for emergency calls and arrive early for inclement weather events to secure the building, walkways, and entrances/exits.
- Must be willing to participate on an on-call rotation schedule for commercial and residential buildings.

**Work Environment:**

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones. Regularly required to travel outside between properties in varying weather conditions.

**This position has the following physical requirements:**

- Must be able to lift up to 50 lbs. as needed
- This position does require exposure to the elements and possible inclement weather.
- Must be able to regularly walk, stand, sit, crouch, reach, kneel, crawl, climb (ladder included), push/pull, move and carry materials on a daily basis.
- Involves movement between floors and departments to facilitate work.
- Requires frequent operations of maintenance equipment and tools.

**Preferred Qualifications:**

- HVAC trade school certificate/degree preferred

### **How Tower invests in YOU:**

- To help you THRIVE in all aspects of your life, Tower provides a best-in-class compensation package and a wide variety of total rewards: healthcare (including a premium-free plan option!), paid holidays and time off including parental bonding leave), reimbursements for eligible coursework and professional development, housing discounts on our properties, and many other benefits to support your growth and work/life balance.
- Tower believes in giving back to the community: you will be provided with a range of ways to participate, including company matches on donations to charities and 8-hours of paid leave for the purpose of volunteering.
- Prepare for your future beyond Tower: the company provides a generous match to your 401(k) retirement savings plan contributions.

**Candidate must submit to preemployment screening including background check and drug test.**

**The Tower Companies and its affiliates are equal opportunity employers and offer a collaborative and exciting work environment, competitive salary and excellent benefits, which include medical, dental and vision coverage, as well as a 401(k) plan.**

**If you're interested in this position and working for The Tower Companies, please apply via our candidate portal found on our careers page.**

### **About The Tower Companies**

For three generations, the family-owned Tower Companies has maintained a commitment to responsible development and envisions a world where buildings inspire and enrich the lives of their occupants, and create positive social change. The green building leader owns, develops, and manages over 5 million square feet in the Washington, D.C. metropolitan area consisting of office buildings, office parks, lifestyle centers, regional malls, eco-progressive live-work-play communities and hotels with over 8,000,000 SF in the development pipeline. The Tower Companies is recognized as an international authority in the industry, and to have been recognized for its commitment to sustainability and energy independence by numerous national organizations and federal agencies, including US Green Building Council, US Department of Energy and the US Environmental Protection Agency.