



Subject: Job Descriptions  
Policy No: JD-6

## POLICIES AND PROCEDURES

### POSITION OF PORTER

Revision & Effective Date: 5/2008

#### REPORTS TO: LEAD MAINTENANCE and MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of PORTER. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgement, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

#### JOB SUMMARY

The primary responsibilities of the PORTER involve the upkeep of the property in order to enhance and maintain its curb appeal. The PORTER will also assist the rest of the staff, as directed by the Lead Maintenance or the Manager, in their efforts to manage the property in an efficient manner.

#### WAGE/HOUR STATUS

Non-Exempt (hourly)

#### DUTIES AND RESPONSIBILITIES

##### *Preventive Maintenance/Safety*

- Checks and replaces exterior lighting on a regular basis.
- If certified for pool maintenance, cleans and maintains pool as directed.
- Maintains awareness of proper safety precautions at all times.
- Constantly observes condition of apartment property throughout the community and immediately reports and/or initiates action to correct unsafe conditions.
- Must be aware of all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts.
- Ensures that storage areas remain locked when not in use.

##### *General*

- Physically walks the property on a frequent basis and removes litter, debris and pet droppings from the grounds. It is especially critical that the following areas remain neat and free of litter at all times.
  - Pool area.
  - Laundry room.
  - Mail rooms (if applicable).
  - Dumpster areas.
  - Recreation areas.
  - Grounds adjacent to the road, in front of the office.

- Walkways to and from, and in-between buildings.
  - Parking lots and drives.
- Performs "trash-out" duties at vacated apartments on a daily basis. Removes all abandoned furniture, trash, boxes. Transfers to dumpster or storage area, whichever is applicable.
  - Details property on a regular basis. Cleans and rakes shrub areas; shovels mud when necessary. Uses blower to keep sidewalks and walking areas clean of loose grass and brush.
  - Repairs and replaces windows, screens, sliding glass doors, etc. Performs routine maintenance on property as requested by supervisors.
  - Assists with various physical tasks as directed; e.g., tearing down fences, digging post holes, carrying abandoned sofas, etc.
  - Assists with "make-ready" duties when requested by the supervisor.
  - Helps clean and maintain storage areas.
  - Performs interior and exterior painting duties when requested. Carries buckets of paint from storage area to work site.
  - Completes minor and routine service requests when requested by supervisor. Follow procedures when service requests are performed.
  - Changes locks, makes keys when directed.
  - Distributes resident communications to residents; e.g., upcoming events, pest control notices, newsletters.
  - Performs work area clean-up and safety related duties.
  - Assists in keeping grounds neat and free of litter; e.g., rakes, sweeps, shovels as circumstances warrant.
  - Performs any additional duties assigned by supervisor.

## QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

### ***Equipment Requirement:***

Required to wear back support belt, gloves, and other personal protective equipment as tasks dictate. Wear appropriate shoes (no sneakers).

### ***Work Hours:***

Minimum of 40 hours per week, 8:30 a.m. to 5:30 p.m., Monday through Friday. Weekly schedule may change as required. May be necessary to work weekends.

### ***Equipment/Machinery/Tools:***

An employee in this position **must furnish**, be knowledgeable and skilled in the safe use and maintenance of the following tools:

#### **Hand Tools**

Various wrenches, hammer, grips, saws, sledgehammer, snips, posthole diggers, etc.

An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:

#### **User-Moved Aids**

Wheelbarrows, dollies, hand trucks, buckets, jacks, step ladders, full ladders

## PHYSICAL REQUIREMENTS

- Constant need (66% to 100% of the time) to be on feet.
- Have constant need (66% to 100% of the time) to perform the following physical activities:

Bend/Stoop/Squat	Perform routine maintenance/repairs, pick up debris
Climb Stairs	Routine duties require access to 2 <sup>nd</sup> and 3 <sup>rd</sup> floor apartments
Push or Pull	Move equipment, appliances, open and close doors, etc.
Reach Above Shoulder	Perform routine maintenance/repairs, stock and remove equipment
Climb Ladders	Perform routine maintenance/repairs
Grasp/Grip/Turning	Handle tools and equipment, perform routine maintenance/repairs
Finger Dexterity	Handle tools and equipment, perform routine maintenance/repairs

- Lifting/carrying (supplies, blower, ladders, etc.):

Over 150 lbs.	Rare need (less than 1% of the time)
75 lbs. – 150 lbs.	Occasional need (1% to 33% of the time)
25 lbs. – 75 lbs.	Frequent need (33% to 66% of the time)
1 – 25 lbs.	Constant need (66% to 100% of the time)

**NOTE:** Lifting and carrying of weights exceeding 50 lbs. is to be accomplished with assistance from one or more persons. Examples of heaviest items lifted include washer/dryers, refrigerators, A/C units, abandoned sofas, etc.

## VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to observe areas needing attention/correction. Read cautionary labels; respond to written instructions from staff.
- Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach. Observe and assist in general maintenance; observe problems throughout property.

## **HEARING REQUIREMENTS**

- Not essential. Frequent need (33% to 66% of the time) to receive instructions from residential management. Written instructions should be acceptable.

## **SPEAKING REQUIREMENTS**

- Constant need (66% to 100% of the time) to verbally communicate with staff and residents.

## **MENTAL/EMOTIONAL REQUIREMENTS**

- Must be able to work in a fast-paced and customer service-oriented environment.
- Performs duties under pressure and meets deadlines in a timely manner.
- Works as part of a team, as well as completes assignments independently.
- Takes instructions from supervisors.
- Exercises problem-solving skills.
- Interacts with co-workers, supervisors, guests and the public in a professional and pleasant manner.

## **WORKING ENVIRONMENT**

- Outdoors (66% to 100% of the time), all conditions, often for extended periods of time.
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

## **REASONING DEVELOPMENT**

- Moderate. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.

## **SAFETY RESPONSIBILITIES**

- Learns and complies with all company safety rules.
- Immediately reports all unsafe conditions to supervisors.
- Must be familiar with all safety features or equipment, machinery, or materials encompassed by job duties.
- Must check with supervisor if there is a question as to the safe procedure to be used for any job function.

## **ADDITIONAL REQUIREMENTS**

- Employees must fulfill the performance standards of this position and comply with policies, rules and procedures of the company, including those set out in the Employee Handbook, or otherwise communicated (verbally or in writing) to employees.
- This job description is intended to describe the general nature and work responsibilities of the position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other company officials.
- This job description does not constitute an employment contract between the company and any employee.

- The job responsibilities of this position may include cross-training in other functions or positions to ensure satisfactory operation of the department or work area.

**EMPLOYEE ACKNOWLEDGEMENT**

I acknowledge that I have received a copy of the PORTER job description and understand that it is my responsibility to read and understand it. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

<b>Employee Signature:</b>	<b>Date</b>
<b>Printed Name:</b>	
<b>Lead Maintenance or Manager:</b>	<b>Date:</b>