



Subject: Job Descriptions

Policy No: JD-8

POLICIES AND PROCEDURES

POSITION OF MAKE-READY

Revision & Effective Date: 10/14/02

REPORTS TO: LEAD MAINTENANCE and MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of MAKE-READY. 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

In coordination with the Manager and Lead Maintenance, The MAKE-READY employee's primary responsibility is to ensure that all vacated apartments are thoroughly restored to "market ready" status in a timely manner and according to the Lead Maintenance's or Manager's timetable.

WAGE/HOUR STATUS

Non-Exempt (hourly)

DUTIES AND RESPONSIBILITIES

- Inspects vacated apartments and completes checklists in regard to make-ready. Informs Lead Maintenance or Manager of needed services and repairs.
- Routinely performs the following duties in order to restore apartment to "market ready" status:
 - Checks all lights and replaces as necessary.
 - Replaces or repairs windows, latches, screens, hinges, sliding glass doors, shelves, baseboards, mirrors, closets.
 - Checks applicable appliances and informs senior maintenance technician of problems.
 - Assists in changing or removing appliances from apartment.
 - Makes keys and/or changes locks when necessary.
 - Checks faucets, sink plugs and repairs/replaces as necessary. Replaces washers when needed. Performs exterior repairs to sinks, bathtubs, etc., when warranted.
 - Assists with painting duties when requested. Transfers paint from storage areas to apartments when painting is scheduled.
 - Repairs or replaces curtains, mini-blinds, ceiling fans, etc.
 - Repairs plaster holes in walls, paints as necessary.
 - Inspects bathroom tiles, performs minor repairs/replacements.
 - Changes A/C filters and cleans air handle including coils, fan, drain pan and drain line.
 - Operates carpet cleaning equipment to clean carpets.
- Lends assistance during trash-out of apartment; e.g., moving heavy/bulky items to dumpster.
- Replaces vacancy lock (if applicable) on day lock is changed for new resident for move-in. Also changes out P.O. box lock when requested (if applicable).
- Assists in keeping grounds clean at all times.

- Assists maintenance when requested.
- Delivers notices to all apartment.
- Reports supply needs to Manager or Lead Maintenance.
- Performs other tasks as assigned by to Manager or Lead Maintenance.

QUALIFICATIONS

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

Equipment Requirement:

Required to wear back support belt and gloves as tasks dictate. Wear appropriate shoes (no flat bottom sneakers).

Work Hours:

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 be knowledgeable and skilled in the safe use and maintenance of cleaning fluids and tools, including mop, broom, vacuum cleaner, carpet cleaning equipment, buffer, step ladder, full ladder, hand tools, key-cutting machine, hand truck, wheelbarrow.

An employee in this position **may be required furnish** and 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.
Power Tools	Wrenches, grinders, sanders, drills, saws, etc.
Measuring Devices	Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, 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, hoists, jacks, step ladders, full ladders, double ladders.
Mechanical Equip.	Motors, pumps, compressors, blowers, electric and hand power augers, etc.

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 cleaning; pick up debris
Climb Stairs	Routine cleaning duties require access to 2 nd and 3 rd floor apartments
Push or Pull	Move light furniture, appliances, open and close doors, etc.
Reach Above Shoulder	Perform routine cleaning duties
Climb Ladders	Perform routine cleaning duties
Grasp/Grip/Turning	Handle cleaning tools and equipment

Finger Dexterity

Handle cleaning tools and equipment

Writing

Inventory maintenance, requisition requests, required maintenance reports.

- Lifting/carrying (supplies, paint, carpet cleaning equipment, etc.):

Over 100 lbs.
50 lbs. – 75 lbs.
25 lbs. – 50 lbs.
1 – 25 lbs.

Rare need (less than 1% of the time)
Occasional need (1% to 33% of the time)
Frequent need (33% to 66% of the time)
Constant need (66% to 100% of the time)

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to notice difference between clean and unclean. Observe areas needing attention.
- Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach. Observe and assist 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

- Not essential. Frequent need (33% to 66% of the time) to ask questions, request supplies. Written instructions should be acceptable.

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 complete 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.

DRIVING/TRAVELING REQUIREMENTS

- Frequent need (33% to 66% of the time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotation "on call" status may occasionally require expedient travel to assigned property at moments notice. Pick up and deliveries to the corporate office.
- Must have valid driver's license and automobile insurance coverage.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time). Occasionally outdoors (1% to 33% of the time).
- Occasional exposure (1% to 33% of time) to cleaning solvents, adhesives, paint fumes, etc.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

- Moderate. Must be able to apply common sense understanding to carry out simple one to two-step instructions. Deals with standardized situations with occasional or no deviations from standard procedures.

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 make-ready 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.

Employee Signature:	Date
Printed Name:	
Manager and Senior Lead Maintenance:	Date: