

## TWIN PINES HOUSING

**Job Description:** Property Custodian

**Supervisor:** Maintenance Supervisor

**Hours of Work:** 40 hours per week as scheduled with supervisor

### **General Responsibilities:**

Twin Pines Housing seeks to provide a safe and healthy quality of life for tenants by offering prompt repair and maintenance services, maintaining a high standard of physical plant cleanliness and performance, and demonstrating supportive and courteous interactions with others.

This position requires personal contact with apartment residents. Proper conduct with residents, co-workers and supervisors is essential at all times. Our residents and customers depend on us to be observant and swift to respond to their needs. Every day is different, demanding, rewarding and fun.

You are expected to work closely with TPH's property management department. From time to time you may work closely with other TPH staff members such as the maintenance staff, property management staff, and resident services staff who focus on creating and sustaining positive tenant relations. The Maintenance Supervisor will sign your timesheets, and will approve or deny requests for time off, assist you in prioritizing your work, and provide you with supervisory support.

### **COVID 19 Procedures:**

In order to protect the health of our employees and our residents, company protocols related to reducing the spread of COVID 19 have been temporarily put in place. These include not coming to work if you feel sick or have a temperature, wearing a mask when in common areas or in resident units, wearing gloves and washing your hands frequently. The maintenance team each day will disinfect the common areas of each property. The maintenance team will not enter a resident's unit if the resident is sick with COVID 19 or has symptoms. All employees must follow company protocols which may change at any time.

### **Essential Responsibilities:**

- Clean common areas on scheduled days; Maintenance Supervisor to approve schedule.
- Complete all work orders within five (5) business days unless waiting on a contractor if approved by the Maintenance Supervisor, or under other circumstances approved by the Maintenance Supervisor.
- Communicate with the Maintenance Supervisor when a contractor is needed.
- Perform custodial duties for turnover of all vacant units within three (3) business days unless waiting on a contractor if approved by the maintenance supervisor, or under other circumstances approved by the maintenance supervisor such as when there is extensive work needed in the unit. Turnover of vacant units takes priority over everything other than emergencies.
- Meet with contractors to allow them access to the property as needed.

- Maintain curb appeal by keeping exterior clean and orderly. Whenever arriving at a property you will walk the grounds, clean up any debris on the grounds, take note of any needed repairs and bring same to the Maintenance Supervisor's attention.
- Maintain positive relations with each resident

- Perform on-call duties every 4<sup>th</sup> week beginning Monday morning at 8 AM and ending Friday afternoon at 4 PM, as well as covering rotating weekend on-call duties beginning Friday at 4 PM and ending Monday at 8 AM.
- Ability to lift a minimum of 50 lbs (such as salt bags).
- Patch and paint interior and exterior surfaces of buildings and apartments as needed.
- Perform other work as assigned.
- Respond to, and follow through on all after-hours emergency calls, including completing necessary communications with the maintenance supervisor.

**Qualifications:**

Must maintain a high level of competency and efficiency in all custodial operations, be capable of performing sustained manual labor, and have the ability to work at heights and in inclement weather. Dependable vehicle, valid driver's license and proof of insurance are required. Must take and pass training on fair housing and other topics while employed.