



Position Title:	Maintenance Associate
Reports To:	Community Manager / Property Manager / Regional Manager
Location:	Property Specific

About the Company:

At Hazelview Properties we believe that apartments are more than bricks and mortar - they are an experience.

Started in 1999 with one small building in Oakville Ontario, we now manage a portfolio of over 200 multi-family residential buildings throughout Alberta, Saskatchewan, Manitoba, Ontario, Quebec and Nova Scotia.

Hazelview Properties takes pride in ownership and an active hands-on approach to how we manage our communities. We are committed to fostering the long-term growth of our employees, communities and the investments we make for our clients. It's one of the things we've always believed in, creating value for people and places.

We are committed to a diverse and sustainable future.

Vision: "We create value for people and places".

Our Core Values:

- Trust
- Ambition
- Collaboration
- Ownership Mindset
- Having Fun

About the Position:

Maintenance Associates report to the Regional Manager or Property Manager and contribute to the successful operations of our apartment complexes and to the overall success of Hazelview Properties. This role is primarily responsible for the general, preventative and repair maintenance of a single complex of buildings as well as, apartment units and grounds. This role responds to emergency situations during and after hours to resolve immediate safety concerns. In addition, this role supports a variety of maintenance activities including: minor carpentry, electrical, plumbing and painting to ensure service and support is provided to residents thereby promoting Hazelview Properties as the preferred landlord of choice.

Key Responsibilities:

Customer Service

- Ensure that a superior level of co-operation, service and support is provided to residents
- Promptly respond to resident issues and service requests

Operations

- Perform general and specialized maintenance and repairs to site properties and surrounding properties under the direction of the Regional Manager or Property Manager
- Complete assigned service requests for both in-suite (interior and exterior) and common area issues in a timely manner

- Complete in-suite turnover activities, including both light and heavy maintenance; this could include repair or replacement of appliances, kitchen or bathroom fixtures, basic carpentry, etc.
- Complete appliance repairs, routine plumbing repairs, repairs and maintenance requiring carpentry skills, painting, basic electrical repairs, and safe use and maintenance of tools
- Inspect grounds, facilities, and equipment to determine if repairs or preventative maintenance is required
- Take initiative to correct deficiencies as necessary by maintaining clean and garbage free lobbies, hallways, and properties, replacement of light bulbs, plumbing, electrical etc.
- Maintain cleanliness and organization of all electrical, mechanical and work areas (including supply and storage areas)
- Perform all facets of the job in accordance with the legislation applicable to the jurisdiction, including: Health and Safety standards, WHMIS, AODA, PIPEDA and Human Rights
- Comply with health & safety procedures, ensuring the use of required safety equipment, and identifying unsafe practices and conditions while maintaining a clean and safe working environment
- Ensure all areas are free of hazards and where not able to resolve, ensure management are informed for immediate resolution
- Maintain regular and timely documentation of maintenance activities
- Respond to after-hours emergencies when on call
- May be required to work with contractors and monitor work progress
- All other duties within the scope of the job, as requested by management

Job Requirements:

Education and Experience:

- Completion of High School or general education degree (GED)
- 2+ years of maintenance or related experience
- Flexibility to work on-call on a rotating schedule (evenings & weekends) is required
- Proficient with use of basic handheld and electrical tools
- Knowledge of plumbing, electrical, drywall, carpentry, painting, etc.
- Certification/license from one of the trade professions a definite asset
- Must be familiar with the community rules and regulations
- Exposure to multi-residential or other related industry asset class considered an asset
- WHMIS certified would be an asset
- Knowledge of mechanical and HVAC systems would be an asset

Qualifications:

- Excellent communication is required. Ability to speak other languages is considered an asset
- Actively championing diversity and inclusion
- A commitment to "Best in Class" Customer Service
- A professional demeanor with strong communication skills
- Ability to accurately listen, understand and respond to issues appropriately
- Ability to work and act independently using good judgment when assessing difficult situations
- Strong problem-solving skills
- Self-motivated individual with a "can-do" and "no task is too big or too small" attitude
- Superior organizational and time management skills with ability to multi-task/prioritize and work under tight timelines
- A demonstrated high degree of integrity, diplomacy, discretion and confidentiality

Hazelview Inc. is an inclusive and equal opportunity employer. If you require an accommodation to participate in the recruitment process, please let us know. We will accommodate your needs as required under applicable legislation. Information related to accommodation requirements will be addressed confidentially.

