



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	971925002 971925003 971925004 971925005	Last Revised:	09/01/2020
Position Title:	Maintenance Utility Worker	Department:	Qualla Housing Services
Reports to:	Crew Leader – Maintenance / Field Foreman	Division:	Housing

Primary Function: Perform a variety of maintenance procedures in the repair, and upkeep of QHA properties to maintain sanitation standards and guideline for dwelling units and other QHA properties as necessary.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner.
- Meets with Supervisor daily to discuss work schedules regarding work performed and work orders of maintenance and cleaning on a daily basis.
- Ensures at the start of the day the appropriate materials and tools are collected for maintenance repairs and cleaning as needed for the day.
- Follows instructions from Maintenance Crew Leader for direction on work duties while in the field and in absence of Supervisor.
- Performs general maintenance, basic landscaping and housekeeping duties to QHA properties which will include trash removal, window cleaning, wiping, scrubbing appliances and commodes, sanitize fixtures, carpet cleaning, mopping, vacuuming, stripping, sealing, waxing, removing cob webs, painting, cleaning exterior of buildings and keeping them free of insects, picking up debris, mowing, weed trimming, cleaning gutters and etc.
- Performs Preventive Maintenance Inspections, via inspection work sheet on the first and second working days of the month on QHA rental units, which include furnace filters, stove elements, fire extinguishers, smoke detectors, etc. to insure they are in good working condition. All work sheets must be completely filled out, signed, and turned into the appropriate Supervisor at the end of each day.
- Performs Service Request on rental units and must complete the proper documentation (all work completed, time used, and list any specifics of work performed) in regards to the service request to Supervisor to ensure completion and quality of work.
- Notifies Supervisor of unusual circumstances, i.e. equipment repairs or replacement, medical conditions, which affect the employee's ability to operate heavy or light cleaning equipment, or use of cleaning chemicals, in performance of maintenance and housekeeping duties, etc.
- Participates in all training and safety programs. Must become knowledgeable of QHA Safety Rules and Guidelines.
- Must be physically able to operate mechanical cleaning equipment, knowledgeable and capable of using hand and power tools, lawn care equipment, and all tools necessary to complete job duties.

- Must know procedures for cleaning carpet, and floors. Familiar with supplies and equipment necessary to complete all aspects of job duties.
- Must be able to read written instructions for operating equipment and the handling and mixing of cleaning chemicals which could be hazardous.
- Able to work with a wide variety of cleaning chemicals.
- Disposes of trash in proper manner and location.
- Changes heat & air filters as required.
- Assists in moving office furniture and assemble as needed.
- Responds to special requests for housekeeping services and emergency service requests.
- Turns in material request to Supervisor to restock supplies on an as needed basis to maintain ample supply.
- Performs all work in a timely manner as scheduled.
- Performs other duties as assigned within his/her scope of work.
- Must be available to work a 40-hour work week.
- Responsible for material and equipment checked out to you.
- Performs all duties according to established safety guidelines and QHA Policy

Education /Experience:

- Must possess a High School Diploma or equivalent and a minimum of three (3) successful years in the Maintenance/Rehab or related field is required for the position.
- Valid North Carolina Driver's license required. One to three months of work experience in the position is sufficient to become proficient in most phases of the job.

Job Knowledge:

Must have a wide range of maintenance skills including housekeeping, painting, carpentry, electrical, minor HVAC, plumbing, and must have knowledge of general maintenance and repair procedures. Must have a thorough knowledge of QHA rental units and grounds. Must be able to interpret and fill out all documentation required to complete work. Requires skill to work with various tools (hand and power), etc. to do lawn, carpentry, plumbing, electrical, painting, housekeeping, minor HVAC, etc. Must be able to work independently or as a group. Must become familiar with the company policies and procedures. Must be familiar with safety methods, and procedures to ensure safe use of related tools, materials and equipment. Be familiar with materials and tools required for various applications.

Contact with Others:

Work alone or with coworkers and usually in close proximity to QHA staff and general public. Safety procedures must be followed to prevent injuries to others or self (wet floors, cords on the floor, etc.).

Mental / Visual / Physical Effort:

Close attention to detail is required for some procedures and normal alertness for much of the time. Job duties require physical effort such as walking, reaching, bending, pushing, pulling, squatting, kneeling, and often working in awkward positions. Must be able to read, have visual acuity, manual dexterity, good eye hand coordination, and be able to speak and hear. Duties require moderate lifting and good physical condition. Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis.

Environment:

Most work performed inside with normal housekeeping conditions. Some work is required outside with exposure to a variety of weather conditions. Must wear proper Personal Protection Equipment as necessary to prevent injury on the job. Has some contact with biohazard substances and cleaning solutions which must be handled properly. Following established guidelines would reduce the risk of injuries or disease. Failure to follow defined

Safety Guidelines will result in Corrective Action Procedures.

Resourcefulness & Initiative:

Follow well defined operating procedures, guidelines, and sanitation standards. Must use judgment and initiative to maintain accuracy, quality standards, and complete tasks efficiently.

Responsibility for Safety / Equipment:

Signs out all materials. Must insure all tools and equipment is working properly and safely in accordance with QHA Safety Policies. Monitors vehicle for an oil change and inspection sticker. Responsible for keeping vehicle clean (interior and exterior). Failure to make timely and accurate maintenance repairs could result in unnecessary damage and cost.