



Eastern Band of Cherokee Indians

MAINTENANCE UTILITY WORKER

Position Description

Program:	Qualla Housing	Reports to:	Field Foreman
Division:	Housing	Position Number:	971925002; 971925003; 971925004; 971925005
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	9	Safety Sensitive:	Yes

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Perform a variety of maintenance procedures in the repair, and upkeep of Qualla Housing Services (QHS) properties to maintain sanitation standards and guideline for dwelling units and other QHS properties as necessary.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- 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 QHS properties which will include trash removal, window cleaning, wiping, scrubbing appliances and commodes, sanitize fixtures, carpet cleaning, mopping, vacuuming, stripping, sealing, waxing, removing cobwebs, 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 QHS 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 regard 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 QHS 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.

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- 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 forty (40)-hour work week.
- Responsible for material and equipment checked out to you.
- Performs all duties according to established safety guidelines and QHA Policy.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Education: High School Diploma or GED Equivalent required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional 1 year.

Licenses & Certifications: Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key 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 QHS 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.
- One (1) to three (3) months of work experience in the position is sufficient to become proficient in most phases of the job.

Safety/Accuracy Focus:

This position has been designated as safety-sensitive based upon position tasks, and required knowledge, skills, and abilities. Signs out all materials. Must ensure 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.

Key Relationships:

Interact with internal and external customers / clients in a polite and professional manner. Works alone or with coworkers and usually in close proximity to QHS staff and general public. Safety procedures must be followed to prevent injuries to others or self (wet floors, cords on the floor, etc.).

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Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Follow well defined operating procedures, guidelines, and sanitation standards. Must use judgment and initiative to maintain accuracy, quality standards, and complete tasks efficiently.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

Previous experience in construction preferred.

WORK ENVIRONMENT

Work 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.

**Mental/Visual/
Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. 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.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Maintenance Utility Worker** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date