JOB DESCRIPTION

Job Title:	**Senior Maintenance Technician**
Department:	Facilities
Reports To:	Manager, Facilities
Date:	September 2026

GENERAL SUMMARY

Reporting to the Facilities Manager (FM), the Senior Maintenance Technician works as part of a team and has responsibility for ensuring tenants receive a high standard of service with respect to their communities' and homes' maintenance and repair needs. The SMT engages effectively with tenants and tenant groups ensuring that MHI policies are communicated to tenants and that communications from tenants related to their homes' maintenance and repair needs are acted upon appropriately.

Using maintenance management technology, the SMT works to ensure the sustainability of MHI property striving to respond to repairs request according to the agreed service standards.

The SMT is required to be professional, engaging and ably directing contractors and other temporary staff in routine maintenance and repairs. Conducts inspections of MHI properties, including those relating to turnover of units.

RESPONSIBILITIES

Responsibility 1: Under the direction of the Manager, Facilities, ensures life cycle programs are in place across MHI communities

- Carries out unit inspection for various needs (move in/out inspections, deficiencies, fire alarm, Smoke detectors, furnace filters, any other type of inspection as assigned by the FM) and submit to the FM detailed reports (include photos - saved on shared folder) outlining identified needed alterations or possible plan of action.
- Attends to assigned work orders created from repair requests within agreed standards and in consultation with the FM as required

Responsibility 2: General demand maintenance and repairs

- Repairs plumbing fixtures and systems - blocked toilets and drains, broken or damaged components, etc. including installation of new equipment as required
- Minor electrical repairs or modifications to standard household wiring and fixtures in accordance with safe practices and the electrical code
- Services mechanical & heating equipment & systems - thermostats, valves, pumps, etc. to ensure optimal operation
- Monitors and adjusts, when appropriate, the building systems (HVAC, life safety, etc.) and reports any problems to the office or contractors
- Repairs or installation of, interior wall and floor finishes and cabinetry
- Minor carpentry and masonry repairs on building exteriors
- Repairs to, and replacing, locking systems and devices
- Cleans as required to refurbish apartments or common areas
- Works with handheld technology to track daily tasks and payroll information.

Responsibility 3: Information and resources services

- Work orders must be created for every task undertaken (grant access to contractors/deliver notices/meet with contractors) etc. and as needed to create additional work orders on Yardi mobile app to cover tasks carried out in the course of completing an assigned work order.Observes and reports on the state of repair of various elements (external and internal) of MHI properties
- Maintains the lock and key inventory for all MHI sites.
- Keeps informed of other relevant regulations as outlined in the building, property standards, and fire safety codes
- Assists in maintaining an inventory of equipment and stored materials

Responsibility 4: Contractor activities coordination within MHI communities

- Monitors the execution of work by contractors (grant access to contractors | meet to show unit for planned repairs) across MHI sites, ensuring adherence to service level agreements and reports deficiencies to FM.
- Meet all required standard health & safety practices, regulations and service level agreements in conjunction with the FM
- Carry-out materials, services, and equipment purchase as authorized by the FM.

QUALIFICATIONS

Education, Training and Experience:

- Requires a secondary school diploma, or equivalent and 3 years of relevant experience, or an equivalent combination of education and experience
- Trade certification in field is considered an asset

Demonstrated Competencies, Knowledge, Skills and Abilities:

- Able to work and solve problems in adverse conditions
- Demonstrated continuous learning of job knowledge especially with respect to code changes and technological advancement, for building systems and construction methods through workshops, conferences, seminars, self-study
- Valid Ontario Class G Driver's License and reliable vehicle
- Reasonable fluency in written and verbal English. Other language skills are an asset
- Sensitivity and knowledge of multiculturalism and diversity and demonstrated ability to embrace diversity in interactions with external and internal stakeholders, tenants and colleagues

WORKING CONDITIONS

Physical Effort

- Work activities require intermediate periods of Moderate physical effort, e.g. sitting in one place, standing, walking, sustained keyboarding, working in an awkward position for up to 50% of the workday. Regularly climbing ladders, lifting medium weight objects. (Some office jobs, light maintenance work, delivery, etc.)

Physical Work Environment

- Works in an environment with frequent exposure to unpleasant or disagreeable conditions such as inclement weather, grease/oil, garbage, abusive, upset or aggressive customers and/or occasional exposure to health or accident hazards that may result in minor accidents or injuries.

Sensory Attention

- Work activities involve the need to concentrate on a variety of sensory inputs requiring close attention for intermediate durations several times a day, e.g., advanced word processing, creation of spreadsheets including new formulas, taking meeting minutes, data input where accuracy of details is important or repairing tools, equipment where the need for precision is moderate.

Mental Stress

- Work activities are performed in an environment with occasional exposure to one or more mental pressures. Mental stress would not be noticeably disruptive to the work or cause unpleasant reactions, e.g., pressure for deadlines, unpleasant customer contacts, repetitious work, or disruption to personal life where schedules need to be rearranged.