

Service Career Path

Level 1

- Must have mechanical inclination, good attitude and willingness to work hard
- May not have any specific job skills

Level 2

- Working knowledge of plumbing
- Electrical—working knowledge
- Basic appliance knowledge of stove and refrigerators
- Basic knowledge of refrigerators
- Basic knowledge of heat
- Dry wall
- General repair skills

Level 3 – Senior Technician

- Troubleshoot & repair refrigerator, dishwasher and stove
- Troubleshoot & repair heating and air conditioning
- Repair & replace: All fixtures, water heaters, water lines
- Repair & replace: Breaker box, lighting fixtures, water heater, outlets
- Find electrical problem inside the apartment from the breaker

Level 4

- Minimum of two years with the company & a Level III Technician a minimum of 2 years
- Average 16 work orders in 8 hours at a property 20 years or older, and 20 at a newer property
- Average 2 or less call backs per month
- Stay within repair and maintenance budget consistently over previous year
- Must have the skills, commitment and ability to train Level I and Level II Technicians
- Proficiency and commitment to repairing rather than replacing
- Good customer service skills, especially handling upset customers; strong survey results
- Proficient in: heating, air conditioning, all appliances, electrical, plumbing, spray painting, pool maintenance

Level 5

- Must have a proven track record as a Level IV Technician over a minimum of 3 years
- Average 20 work orders in 8 hours at a property 20 years+, and 23 at a newer property
- Minimum 1 year working at multiple properties
- Ability to teach people, both individually and in a group setting
- Comfortable working 48-52 hour weeks, and more when required
- Extremely high knowledge in: heating, air conditioning, all appliances, electrical, plumbing, spray painting, pool maintenance
- Proven ability to help a property stay within their repair and maintenance budget
- Knowledge on how to condemn all items, including appliances, air conditioners, furnaces and water heaters