

Classification Description



Title: Facilities Maintenance Technician
Department: WPES, CAM, and Parks and Nature
Job Code: 0053
Pay Grade: 13
FLSA Status: Non-exempt

Bargaining Unit: AFSCME 3580
Established: 12/2013
Revised: 3/2019, 10/2022
EEO Category: Service Maintenance

DESCRIPTION

Perform a variety of manual to semi-skilled to skilled maintenance, repair and improvement tasks for assigned Metro facilities, grounds, fleet, equipment and systems. Responsibilities include basic carpentry, HVAC, plumbing, mechanical, phone system, locksmith and landscaping duties, and facility support functions, such as furniture moves and responding to requests for assistance. May also work with and/or coordinate/oversee the work of contractors.

DISTINGUISHING FEATURES

The Facilities Maintenance Technician is the second level of the classification series and is distinguished from the Facilities Maintenance Worker by performing more complex tasks; providing training and direction to Facilities Maintenance Workers and others as assigned; and coordinating/overseeing the work of contractors. It is distinguished from the Facilities Maintenance Specialist by performing less complex tasks, performing more direct maintenance work and assisting with tasks under the oversight of the specialist classification.

In collaboration with the supervisor, may also facilitate requests for maintenance assistance, address quality issues, coordinate operations with custodial, security and other departments, and respond to problems and safety issues.

DUTIES AND RESPONSIBILITIES

General maintenance duties for all Facilities Maintenance Technicians:

1. Performs all duties of the Facilities Maintenance Worker classification.
2. Performs maintenance, repair and troubleshooting assigned facilities' systems; HVAC, fire suppression and alarm, electrical, plumbing, phones and phone switchgear, lighting, BMS controls, elevators, security access and CCTV, furniture, fixtures and office equipment, landscaping, commercial kitchen equipment, automatic doors and gates and building facade and roof.
3. Regularly performs skilled carpentry, painting, locksmithing, equipment repair, assembly of systems furniture, and operation of building system controls software.
4. Assists with and performs duties associated with projects and improvements both indoors and outdoors, such as repairs, preventive maintenance, and general upkeep for the building, grounds, equipment, and fleet vehicles. Works with various systems such as voice mail and lighting and HVAC systems. Communicates and works with management, staff and contractors; provides recommendations.

5. Participates as a team member working with and overseeing contractors who perform work on campus such as construction, landscaping electrical repairs, HVAC repairs, fire suppression system repairs and telephone system repairs.
6. Purchases and assists in maintaining inventory of maintenance supplies.
7. Assists with scheduling and prioritizing maintenance and repair needs for the assigned facility/facilities.
8. Assists with developing and maintaining schedules and records to ensure proper maintenance and documentation of service performed.
9. Provides general customer service, such as providing directions and answering questions. Responds to inquiries and complaints of staff and building occupants regarding facilities and services provided; ensures information is provided and problems are resolved in a timely and courteous manner.
10. Builds and maintains collaborative, working relationships with department staff and other Metro employees, as appropriate. Actively participates on committees and/or attends meetings as appropriate.
11. Responds to various urgent maintenance issues, building emergencies and weather-related issues. These may include poor air quality, heat, power outages, building system failures, floods, ice and snow. Reports to work as essential personnel regardless of building closures.

Specific responsibilities for positions assigned to the **Capital Asset Management (CAM)** Department:

1. Assists with all furniture moves, space reconfigurations and minor tenant improvement projects as needed. Moves, maintains, repairs and assembles/builds furniture.
2. Prepares and posts items for surplus on auction web sites and coordinates with buyers to view and pick up purchased items.
3. Assists with maintenance, repair and operation of program tools and equipment; power tools, snow blowers, landscaping equipment, pressure washers, generators, and air compressors.
4. Assists with ensuring Metro's fleet is maintained properly. Monitors condition of vehicles and performs minor repairs and maintenance as needed.
5. Collaborates with Information Services, CPMO, management and staff regarding campus maintenance projects and space related issues. Assists with computer workstation moves as needed.

Specific responsibilities for positions assigned to **Waste Prevention and Environmental Services (WPES)**:

1. Perform additional maintenance duties specific to garbage and recycling transfer stations such as hydraulic oil sampling, filter changes on small HVAC equipment, filter changes and cleaning the Clarus water quality treatment system and trouble-shooting compressors and specialized equipment.

2. Respond to on-site emergencies.

Specific responsibilities for positions assigned to **Parks and Nature**:

1. Performs additional maintenance duties specific to residential property management, including fence and deck repair and construction, water well routine maintenance, roof and gutter cleaning and maintenance, and lead testing for drinking water.
2. Installs, alters repairs and maintains: floors, doors, windows, walls (both drywall and lath and plaster), decks, locks, molding, trim, gutters, roofs, cabinets. Installs and repairs sinks, drains, toilets, faucets, electric hot water heaters, repairs broken outlets, replaces switches, water pipes and exterior siding. Unclogs pipes and drains. Paints exterior and interior buildings. Oversees and performs as necessary, miscellaneous building and facilities maintenance and upkeep, including cleaning, carpentry, painting, and adjusting and replacing lights.
3. While performing work, complies with all landlord requirements under lease or rental agreements.
4. Assists in preparation of sites for construction projects, including hauling debris, boarding up empty buildings, and ensuring site and asset safety/security.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contribute to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service - assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable); exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High school diploma or GED certificate and,
- Two years of intermediate to advanced maintenance, repair or construction experience similar to the position duties and responsibilities and,
- Valid driver's license and the ability to be insured by Metro's insurance carrier or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities to perform the essential job duties.

Special Requirements:

For positions in WPES and CAM, must obtain within 60 days of starting work:

- Blood Borne Pathogen Training and,
- Emergency and Safety Procedures Training and,
- HAZMAT Awareness Level Training.

For positions in **Parks and Nature**, must obtain within 6 months of starting work and keep current:

- Asbestos Class III Operations and Maintenance Worker certification and, Lead based paint Renovator, Repair and Painting certification and,
- Applicable safety training.

Knowledge, Skills and Abilities

- Knowledge of basic preventative maintenance for automobiles.
- Knowledge of basic carpentry skills and ability to operate hand tools.
- Knowledge of basic safety and fire codes related to room setup and/or residential buildings.
- Knowledge of electricity, landscaping, building maintenance and mechanics.
- Knowledge of standard maintenance practices, procedures and techniques.
- Skill in performing a variety of tasks involving lifting and moving heavy objects.
- Skill in word processing, spreadsheet and email applications, preferably within the Microsoft Office Suite.
- Ability to respond to customer inquiries in an accurate, responsive manner.
- Ability to be flexible, detail-oriented, manage multiple tasks and shifting priorities, work under pressure and meet deadlines.
- Ability to work independently, be self-directed and work as a member of a team.
- Ability to maintain accurate records of building operations activities.
- Ability to establish and maintain effective working relationships with contractors, the general public and other Metro staff.

- Ability to understand and follow verbal and written instructions at a level sufficient to perform the essential functions.
- Ability to understand and calculate basic arithmetic.
- Ability to properly and safely operate and care for tools and equipment used in performance of duties.
- Ability to work quickly and efficiently.
- Ability to perform customer service duties.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.

SUPERVISION RECEIVED:

- Supervision is received from a Supervisor or Manager. Work direction may be received from a Facilities Maintenance Specialist or other lead worker as designated by the Manager or Supervisor.

SUPERVISION EXERCISED

- Provides training and direction to Facilities Maintenance Workers and others as assigned; and coordinates/oversees the work of contractors.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Uses hand and power-operated tools and equipment, such as saws, drills, air compressors, ladders, paint sprayers and other equipment and tools necessary for carpentry, plumbing, mechanical and basic building repair duties.
- Gloves, hard hat, boots, vest, masks and other personal protective devices and equipment are required while performing some tasks.

WORK ENVIRONMENT

- This is a highly physical position with potential exposure to chemicals, odors, dust, fluids and bio-hazardous waste, and noise; and may include some limited exposure to contaminated areas, enclosed spaces, at heights, indoor and outdoor locations under inclement weather and other adverse conditions.
- This position will frequently require the ability to lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift.
- As necessary to meet workload demands, may work outside of typical schedule including evening/weekend hours and holidays as assigned.
- Travel throughout the Metro region to off-site locations, often walking on uneven or rough terrain and ability to spend extended time outside in all weather conditions.

Classification Description



Metro

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The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.