



JOB DESCRIPTION

JOB TITLE: **MAINTENANCE AND CONSTRUCTION CREW MEMBER**

REPORTS TO: Maintenance Supervisor

PURPOSE OF THE POSITION: To aid in the maintenance and construction operations of the Company, including but not limited to maintaining and construction of homes for individuals with developmental disabilities and other disabilities, and other company property.

ESSENTIAL FUNCTIONS: The following functions have been determined by the Company to be essential to the successful performance of this position.

1. PERFORM MAINTENANCE AND CONSTRUCTION TASKS

Perform maintenance and construction tasks assigned to you by your supervisor. These tasks may include (but are not limited to) carpentry, construction labor, painting, drywall, plumbing repairs, mechanical repairs, appliance repairs, landscaping, demolition, concrete and masonry, moving of equipment, furniture and housewares, removal and hauling of refuse, snow removal.

2. MAINTAIN A MAINTENANCE ROUTE SCHEDULE

Follow an assigned route to provide regular maintenance to designated facilities once every two months (approx.) for two days to go over the Maintenance Checklist and address items in the Maintenance Log Book for that facility. When doing a scheduled route visit, call the Residential Supervisor the day before you begin to set a starting time and to discuss maintenance requests and concerns. Based on that information, pick up needed supplies on the way to the site. If upon arrival at the facility you realize you need additional supplies, do not leave the worksite, but arrange to pick up those supplies on your return trip the second day unless directed to do otherwise by a maintenance supervisor. Arrive to the worksite at the scheduled time; call if you will be late. Work for the entire scheduled duration of two days of at least 7 hours each day, unless directed by a maintenance supervisor to do otherwise. At the end of your final day, note in the Maintenance Log the items completed and also communicate this to the Residential Supervisor in person or by voicemail.

3. PROVIDE MAINTENANCE EMERGENCY RESPONSE AND ON-CALL SERVICE

When on a designated “float” day or on call, organize and prioritize your work efficiently, and respond to maintenance emergencies as directed by your supervisor. Accept emergency on-call duties during evening and weekend hours, including holidays, as directed by your supervisor. Once the rotating on-call schedule is written and distributed by the Maintenance Supervisor, you must find a replacement for yourself if schedule conflicts or emergencies arise. If you receive calls for emergency maintenance help when you are not on-call, refer them to the maintenance on-call pager.

4. INTERACT WITH RESIDENTS

Interact with residents respectfully and professionally; be sensitive to resident verbal and non-verbal communication. Model appropriate attitude, self-control, self-discipline, cooperation, tone of voice,

language and usage. Respect the house, furnishings and clothes as residents'. Be attentive to and respect residents' desires and cues for personal space and privacy.

5. SEEK AND FOLLOW THE ADVICE AND DIRECTIONS OF SUPERVISORS

You must seek the advice of your supervisor when you have questions concerning the performance of the functions of your job. You must follow directions and assignments given by a superior concerning performance of functions of this position.

6. WORK EFFECTIVELY WITH COWORKERS

You must work with coworkers as a team player. You must communicate with coworkers both verbally and in writing. When problems or emergencies arise you must be willing and able to adapt to the needs of the group in the working environment.

7. COMPLETE TRAINING

Complete all initial training requirements within 60 days of hire. Initiate and complete annual training in a timely fashion including Safety Training, CPR, First Aid, OSHA, Vulnerable Adults training and any additional training required or requested by your supervisor. Attend staff meetings and other meetings as requested. Assist as requested in training new employees. Participate in performance reviews of your work.

8. CORE VALUES

Understand and uphold the Company's Core Value statement at all times while on duty, regardless of personal practices and beliefs.

9. MAINTAIN CONFIDENTIALITY AND PROFESSIONALISM

Maintain confidentiality and professionalism regarding all Company information (within the home, between ACR homes and outside the company) regarding resident, staff and company issues. This also means refraining from discussing resident personal issues in front of residents and refraining from inappropriate comments or gossip.

10. MAINTAIN A PROFESSIONAL APPEARANCE

Maintain a professional appearance while on duty or on premises, including the use of professional language and postures as well as appropriate footwear and clean and neat clothing, jewelry and hairstyles that are in accordance with ACR's dress policy for maintenance staff and that are appropriate for scheduled activities.

11. ADHERE TO SCHEDULING POLICIES

You must be punctual and ready to start your shift at designated times. You must notify your supervisor of scheduling changes. When emergencies arise or you are unable to work a scheduled shift or attend a scheduled staff meeting, you must notify your supervisor.

12. MAINTAIN THE FRAGRANCE FREE POLICY

As much as possible, refrain from using scented personal and household products while on duty and/or on company premises. When using products that are not fragrance free, consult in advance with the supervisor in the location where you propose to use the product; adjust your schedule or consult with your supervisor if an alternate solution is needed.

13. DRIVE COMPANY AND/OR PERSONAL VEHICLE

Perform job-related errands in a company van or your personal vehicle as needed. Adhere to company parking policy, and all applicable OSHA and safety requirements.

14. CARRY A COMPANY PAGER and/or cell phone WHEN REQUESTED TO DO SO

Be responsible for carrying the maintenance pager or other communication equipment when requested to do so. Keep this equipment in operation during working hours and while on-call.

15. ADHERE TO COMPANY POLICIES

Adhere to all company policies as stated in the current ACR Employee Handbook and the Policy Book located in each house.

16. ACCEPT OTHER DUTIES AS ASSIGNED BY A SUPERIOR.

NON-ESSENTIAL FUNCTIONS: The following job function is customarily performed by the person responsible for this position, but is not considered essential. Demonstrate creativity in problem resolution and in proposing new ideas for products, materials, suppliers, tools, training, techniques and policies.

MINIMUM REQUIREMENTS AND QUALIFICATIONS

1. You must possess the following character traits:
 - A. **Judgment:** you must possess judgment and decision-making skills sufficient to perform the functions of the job, in both day to day and crisis situations.
 - B. **Independence:** you must be self-sufficient and resourceful enough to carry out the functions of the position. The position requires you to be adept at decision-making, problem solving and taking initiative with minimal direction from supervisors. You must be able to recognize what needs to be done and to prioritize work with minimal direction from supervisors.
 - C. **Responsibility:** You must be responsible in carrying out the functions of the position. You must be reliable in quality of work, attention to details, task completion and follow up. You must be responsible for timely completion of required training. You must be responsible for being punctual. You must be responsible for adhering to scheduling policies and for time management while on the job.
 - D. **Communication:** you must be able to communicate effectively with clients, coworkers, supervisors and others related to your work. You must be able to listen effectively and perceive interests, needs and concerns of those with whom you are working, and take initiative in communicating to others in ways that maximize the interests and well-being of persons being supported.
 - E. **Positive Tone and Morale:** You must be able to contribute a positive tone and morale to the workplace in order to perform the functions of the position. You must present a positive and professional attitude toward the residents, toward your coworkers, toward your work and toward the Company. You must be able work with coworkers as a team player, and you must be willing to help out when problems and emergencies arise.
 - F. **Empathy:** you must understand the feelings of others. This character trait is critical in working effectively with individuals with disabilities.
 - G. **Self-control:** Employees must be able to exercise and model self-control and self-discipline in their interactions with both residents and coworkers sufficient to perform the functions of the job. The work environment can be emotionally challenging due to resident behavior issues, crises, and the every-day needs of the residents. You must be able to control emotions and temper.
 - H. **Socialization:** You must be able to accept and conform to rules and regulations of the company and the position. The position requires that you adhere to company policies, safety and conduct rules and other procedures and regulations. You must be able to cooperate, work and communicate with coworkers, supervisors and office staff. Your socialization skills must also be sufficient to guide and motivate residents to become appropriately involved in the mainstream of community living and to perform all other functions of the position.
 - I. **Stress tolerance:** you must be able to function effectively under stressful conditions. This position is often stressful due to crises, emergency situations, resident behavior issues, regulatory

requirements and inspections. You must be able to maintain self-composure and work effectively and professionally under these conditions.

2. You must possess the following physical abilities:
 - A. Seeing: sufficient vision to perform the functions of the job. Normal or corrected-to-normal vision is sufficient.
 - B. Hearing: sufficient hearing to perform the functions of the job.
 - C. Speaking: sufficient verbal skills to communicate effectively at an understandable level with a wide range of individuals and agencies, both in person and on the telephone.
 - D. Interaction: You must have the ability to effectively interact, both verbally and non-verbally, with residents, other staff, parents, and on behalf of residents in the community.
 - E. Writing: You must have writing skills sufficient to perform the functions of the job.
 - F. Math skills: must have basic math and money skills sufficient to conduct business transactions and to maintain required documentation.
 - G. Mobility: sufficient to perform the functions of the job.
3. You must have a valid driver's license and your vehicle must have at least the minimum automobile insurance required by State law. You must be able to park vehicles according to the company parking policy.
4. You must have no record of DUI/DWI and no more than 2 moving violations and no more than one accident due to a violation in the last 36 months.
5. You must be able to perform awkward, heavy lifting of up to 70 pounds and you must be able to wear a back belt when required.
6. You must have reliable transportation to the work site.
7. You must present a professional appearance while on duty or on premises, including the use of professional language and postures as well as appropriate footwear and clean and neat clothing, jewelry and hairstyles that are in accordance with ACR's dress policy for program counselors and that are appropriate for scheduled activities, or, when working the asleep night shift, clean and appropriate sleepwear (such as two-piece pajamas or a sweat suit). This is particularly important when meeting with medical staff, other professionals, parents, and at residents' social events in order to maximize your effectiveness as an advocate and role model for residents.
8. You must refrain from using scented personal and household products while on duty and/or on company premises.
9. You must refrain from smoking while on duty or on premises.
10. You must be willing to participate in drug and alcohol testing.
11. You must limit non-work-related telephone and cell phone use (including texting) and internet use to emergency or safety issues only, and when possible notify your supervisor in advance.
12. You must have the ability to learn Company structure, acronyms and medical terminology.
13. You must have the ability to organize, prioritize and complete multiple functions.
14. You must be able to adhere to Company policies as stated in the current employee handbook and the house policy book.

PLACES WHERE WORK IS PERFORMED: in and around the residents' homes, in and around the company's offices, in and around other properties owned by the company or its officers, in and around other work sites as directed by your supervisor.

PREPARATION OF JOB DESCRIPTION: This job description was prepared from observing the work in process and from information provided by maintenance supervisors. It was prepared by Kristin Pitchford, Policy Specialist with ACR Homes, Inc., and is updated from time to time.

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION

I, _____, have received a copy of the job description
(print employee name)

for my position as a Maintenance Crew Member with ACR Homes, Inc. I have read it, I understand it, and I accept responsibility for performing the Functions and meeting the Requirements and Qualifications of my position as described therein, or, if I am unable to do so due to disability, I hereby acknowledge my responsibility to request reasonable accommodation from my supervisor or from another superior within the company.

I understand that my future Performance Appraisals will be based on my performance of the Functions and my ability to meet the Minimum Requirements and Qualifications defined in this job description.

employee signature

date

RETURN THIS FORM TO THE ACR OFFICE MAILBOX FOR ORIENTATION PAPERWORK