



## Position Description

<b>Position Title:</b>	Work Order Specialist	<b>Department:</b>	Maintenance
<b>Reports to:</b>	Superintendent – Maintenance	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	February 2020

### Summary

The primary purpose of this position is to administer the work order process from initial contact through completion, interacting with residents, staff, contractors, and vendors. The incumbent inputs work order data into recordkeeping systems and maintains related files and records. This position also coordinates the response to lease violations with appropriate stakeholders.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Receives, scans, and files all work orders, including, but not limited to, inputting work orders into the appropriate software system; documents work orders, communicates information to maintenance personnel, and closes out work orders.
- Conducts annual, special, and/or move-out unit inspections. Generates work orders for all failed items. Reports inspection results to appropriate staff.
- Coordinates and participates in special unit inspections and unit turnover inspections following HUD's UPCS regulations; reviews work order information to determine maintenance fees for residents; creates letters stating charges; archives related information.
- Reviews inspection reports and releases units from maintenance to property operations for leasing.
- Acts as a liaison to CH's software provider to implement, maintain, and troubleshoot work order software.
- Ensures completion of appropriate work order documentation, and maintains files of completed work orders.
- Coordinates, schedules, and communicates with residents regarding pest control services, including monthly services, special treatments, and follow-ups according to CH procedures and per resident request.
- Communicates on a daily and frequent basis with appropriate CH personnel regarding work order requests and completion; issues vacant apartments to maintenance team; coordinates maintenance work orders and closes work orders after they are complete; inputs any charges due; accurately files copies of received invoices and purchase orders.
- Prepares daily reports of outstanding and completed work orders, materials used in correction, and force account hours spent in correcting deficiencies; prepares weekly work order status report and monthly REAC report.
- Monitors completion time of completed and outstanding work order time; monitors and reports on unit turnaround time.
- Serves as a backup to program staff by responding appropriately to resident issues, including but not limited to alarms at elderly units.
- Serves as backup to Inventory Control Specialist.



## Position Description

- Maintain and update SDS book(s) for maintenance.
- Monitors monthly inventory of assigned fire extinguishers (including in office and office staff vehicles).
- Performs other related duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of inventory, warehousing, and safety procedures.
- Demonstrated skills in computer data entry, and using computerized barcode equipment.
- Skill in customer service and resident relations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.



### Position Description

- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

### Education and/or Experience

High School Diploma or GED and a minimum of one (1) year of experience working in the coordination of maintenance operations, preferably in a public housing setting. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is often required to travel to various CH properties and other offsite locations. Daily movements include driving; sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport over 25 pounds.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment.

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**