

## Maintenance Technician Expectations

**Professional Conduct** - Professional conduct needs to be displayed when interacting in the office, with tenants, and with property owners always. A professional will:

- Wear clothing that is appropriate for the work, and modest in design.
- Arrive on-time to every appointment.
- Communicate with tenants if an appointment must be canceled or rescheduled.
- If requested by the tenant and safe to do so, remove his/her shoes when entering a tenant's property as often as possible.
- Abstain from profane or vulgar language.
- Post a Notice at least 24 hours before entry when unable to contact the tenant directly for scheduling, unless there is an immediate threat of property damage or to the safety of the occupants.
- Direct tenants to the maintenance office when questions arise that are not within existing instructions specified in your ticket.

### Communicate in a Professional Manner

- Engage in open dialogue with all parties involved in your work tasks.
- Demonstrate an understanding of tasks to be completed including barriers to completion of any tasks problem solving processes.
- Follow-thru to successful completion of all tasks.
- Contact your direct supervisor when you are not sure of how to proceed with a task or if there is a problem that you are not able to solve within the guidelines of existing instructions and work protocols.
  - ***All questions need to be directed to your supervisor/manager. It is especially important that all questions be communicated to your supervisor/manager not to another employee. Another employee may not have the correct answer to your question and is not responsible for the outcomes of work tasks that are assigned to you.***
- Understand and follow through with directives from your supervisor without arguing or utilizing work methods that are not in accordance with the instructions you receive.

### Take on tasks within your skill set

- Maintenance Technicians need to display high levels of self-awareness regarding one's ability to complete tasks according to the expectations of EPIC PM and Property Owners.
- Seek opportunities for personal development and increasing maintenance skills.
- Consult with your supervisor when you have a task that you do not believe is within your skill set.

## **Meet Deadlines**

- Request feedback for acceptable timeframes for completion of tasks.
- Provide clear feedback as to your ability to complete tasks in the amount of time provided.
- Engage in productive work activities that demonstrate progress towards task completion.
- Clearly demonstrate processes towards completion of tasks.
- Demonstrate that tasks have been satisfactorily completed.