

JOB TITLE: Maintenance Technician
EMPLOYER: Moving Mountains, Inc.
EFFECTIVE DATE: 10/6/2020

SALARY, BENEFITS & BONUSES:

Moving Mountains has a strong company culture and is focused on being a best place to work. This is a full-time, year-round position with attractive pay and benefits including health, dental and vision insurance, HSA, life insurance and disability insurance, retirement plan, paid holidays and vacation, and overall performance bonus plan.

Pay Range: \$20-\$22/hour

SUMMARY:

Moving Mountains is a well-established locally owned and operated company that has carved out a niche for high-touch memorable vacation experiences in exceptional mountain homes since 1997. Our brand is built around pillars of trust and integrity and exceptional guest experiences. The company is a market leader in luxury vacation rental management managing over 120 properties in the Colorado mountain destinations of Steamboat Springs, Beaver Creek and Vail.

In 2019 Moving Mountains received an honorable mention being in the top 50 - 100 places to work in the USA as determined by the Outside Magazine Best Places to Work Employees Survey.

The company is on a strong growth track to increase its existing portfolio of high-end vacation rental homes in Steamboat Springs in the next 2 – 3 years. We deliver exceptional guest experience through meticulous attention to details, preventative maintenance and a drive toward swift and complete resolution of problems. This in turn has resulted in industry leading net promoter scores and high levels of guest satisfaction. We are operating at a fast pace, adopting and refining new systems and ideas to optimize our performance and this position will require an individual who is aligned with our goals and objectives and is ready to move-a-mountain in the Operations Team.

The Maintenance Technician is a valuable member of the operations team. The position is responsible for performing maintenance duties in managed luxury homes. Knowledge of home maintenance, repair and troubleshooting in the following areas is essential:

- Plumbing
- A/V Equipment
- Appliances
- Fireplaces
- Boilers and HVAC
- Electrical
- Carpentry
- Painting
- Drywall repair

DUTIES AND RESPONSIBILITIES:

- **Maintenance**
- Weekly Property Checks
 - Weekly Trash and Bi-weekly Recycling Removal
 - Landscaping
 - Irrigation Maintenance
 - Snow Removal

- Create Estimates for Repairs
- Scheduling and coordination of property maintenance
- Post departure and Pre-Arrival Property Checks
- Home inspection, evaluation and repair
- Vehicle Preventive Maintenance and Repair
- Documentation of time worked and tasks completed for billable and non-billable time
- Required On-Call response as directed by reservations
- Performs other related duties as assigned.
- Some evening on-call shifts

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisor responsibilities

DESIRED SKILLS AND EXPERIENCES:

- **Qualifications:** High school diploma or general education degree (GED).
- **Work Experience:** 2 years or more property maintenance experience and/or training, or equivalent combination of education and experience.
- **General Knowledge:** Property Management, Home Maintenance, Carpentry, Irrigation Systems, Plumbing, Electrical, AV, Hot Tubs/Spa, Appliances, Computer skills
- **Company Culture:** All managers and supervisors assume a leadership role within the MM team as an ambassador and protector of our company culture.
- **Flexibility:** Demonstrates a willingness to assist in any role within the organization in times of need. Flexible working hours and ability to regularly work on weekends.
- **Adaptability:** Demonstrates a willingness and ability to change as new systems are implemented.
- **Certificates, licenses and registrations required:** Must have a valid driver's license or CDL with a clean driving record and must maintain a clean driving record. Confidence in driving large vehicle including shuttles and towing trailers.
- **Communication:** Must possess excellent customer service skills, communication and interpersonal skills.
- **Diversity:** Ability to work with a diverse team and clientele.
- **Attitude:** Personable and able to deal with variety of personality types. Positive attitude to solving problems.
- **Multi-tasking:** Ability with logistics and coordination of simultaneous assignments
- **Work Ethic:** Deadline driven, detail oriented and able to work autonomously but also as a team player.
- **Teamwork:** Ability to interact positively with supervisor, management, coworkers, owners and guests.

COMPETENCIES:

1. Dependability

Responds to requests for service and assistance
 Follows instructions, responds to management direction
 Takes responsibility for own actions
 Commits to doing the best job possible
 Keeps commitments
 Meets attendance and punctuality guidelines

2. Quality

Demonstrates accuracy and thoroughness
 Displays commitment to excellence
 Looks for ways to improve and promote quality

Applies feedback to improve performance
Monitors own work to ensure quality

3. Safety & Security

Observes safety and security procedures
Determines appropriate action beyond guidelines
Uses equipment and materials properly
Reports potentially unsafe conditions

4. Job Knowledge

Competent in required job skills and knowledge
Exhibits ability to learn and apply new skills
Keeps abreast of current developments
Requires minimal supervision
Displays understanding of how job relates to others
Uses resources effectively

5. 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

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand and walk, talk and hear
- Frequently required to climb, balance, bend, stoop, kneel or crawl
- Continually required to utilize hand and finger dexterity
- Continual exposure to wet and/or humid conditions (non-weather)
- Continually exposure to outside weather conditions
- Continually exposure to extreme heat or cold (non-weather)
- While performing the duties of this job, the noise level in the work environment is usually moderate to loud
- The employee must regularly lift and/or move up to 20 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds
- Specific vision abilities required by this job include: Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus
- Additional remarks regarding work environment:
 - Able to get in and out of a vehicle
 - Must be able to walk on icy & slippery surfaces
 - Occasionally required to drive or may be expected to drive at some point
- Specialized equipment, machines, or vehicles used: Shuttles, Suburban,s and trailers

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.