



Job Title: Maintenance Tech

Job Description

Our Maintenance Techs are the face of Welcome Home Milwaukee. This position will be working in the homes we manage while they are occupied and vacant. You'll be working directly with our residents, vendors and inspectors to deliver a phenomenal customer experience. The mission of the Maintenance Tech is to ensure our properties are looking great and everything is operating smoothly.

Responsibilities

1. Develop positive and proactive working relationships with:
 - a. Colleagues
 - b. Tenants
 - c. Vendors
2. Engage in constant communication with the office staff.
3. Document your work with text and photos.
4. Support and maintain the company's core values and culture.
5. Deliver high-quality and cost-effective work within the business process of estimate and approval.
6. Perform general carpentry work, light plumbing and electrical work.

Skills

1. **Communication.** Communicates clearly and concisely in all mediums (in-person, phone, email, text, and within the business platforms)
2. **Technology skills.** Implements existing business processes, especially within the business technology platforms, and offers feedback for improvement
3. **Project management and prioritization.** Tracks to-do items, timelines, and goals, and reprioritizes based on urgency and importance.
4. **Problem-solving.** Thinks strategically and creatively to solve problems independently.
5. **Value-Orientation.** Commits to delivering great customer experience, a high-quality product in a timely fashion, and a healthy work culture.
6. **Implementation.** Complete work orders and inspections in a timely fashion, focusing on high quality and customer satisfaction.
7. **Familiarity with real estate and property management is ideal.** It is not mandatory but you must be willing to learn the industry.

Deliverables

1. Constant communication with the office staff.
2. A high level of customer service for tenants.
3. High-quality work.
4. Clear communication with colleagues.



Schedule

1. Full-time, 40 hours/week.
2. 5-day work weeks.
3. 8-hour days with a 1-hour lunch break.
4. The schedule is 8 am to 5 pm Central Time Zone.
5. One week a month on call for emergency maintenance.

Reports to: Maintenance Team Lead

Compensation

1. \$25-30 per hour based on experience.
2. Paid Time Off.
3. 11 Paid Holidays throughout the year.
4. Bonus – earned every week, based on the success of hitting KPIs.
5. You are required to have your own vehicle and insurance. You will be reimbursed for mileage at the current Fed rate. After 90 days you are eligible for a company vehicle
6. We offer continuing education and professional growth opportunities.
7. We believe in the pursuit of learning – conferences, professional education, etc.

About Welcome Home Milwaukee

We were founded in 2014 on the principles of transparency & accountability. Our team is dedicated to going above and beyond for the residents and clients of the 400+ properties we manage.

Welcome Home Milwaukee's Core Values

- **Always Make it Right** - Regardless of how it makes us look as a team or teammate, we own the situation and make it right.
- **Never Pass the Buck** - Small issues become huge problems, and we always solve the small issues.
- **Own the Outcome** - We deliver results and own the outcome, good or bad, our fault or otherwise.
- **Push the Comfort Zone** - Leave comfort in the dust to push the boundaries of what's possible for our team, residents, and clients.

Welcome Home Milwaukee's Core Focus

- **Purpose:** Strengthen Community through Landlording.
- **Our Niche/AOI:** Providing Passivity to Real Estate Investing.

[Predictive Index Job Target](#)