Maintenance Technician - Homes and Buildings

Scope & Purpose

The Maintenance Technician is a hands-on role responsible for performing maintenance and repairs to the buildings, facilities, and homes that serve Community First! Village and its neighbors—residents of the Village who have experienced chronic homelessness. This position plays a vital part in ensuring our neighbors' homes and the Village's buildings are safe, functional, and cared for with dignity and respect. We're seeking a skilled and dependable technician with experience in HVAC, plumbing, and electrical systems. The ideal candidate brings a problem-solving mindset, a commitment to serving others, and a desire to keep learning and growing in their trade. This role is part of a collaborative Site Operations team and contributes directly to the ongoing care and stewardship of the Village.

This is a full-time, non-exempt position reporting to the Manager of Maintenance. Due to the nature and requirements of the position, hours are flexible to fit need, but typically include 8am–5pm, Monday through Friday. Some nights and weekends may be required, and the Maintenance Technician will participate in a rotating on-call schedule. Work is performed at Community First! Village, located at 9101 and 9301 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

- Perform maintenance and preventative repairs on neighbor homes (tiny homes and RVs)—including HVAC, plumbing, electrical, carpentry, appliances, and general repairs
- Perform routine maintenance, inspections, and repairs on site buildings and shared facilities (e.g., offices, community buildings, kitchens, restrooms, workshops, storage and utility structures)—including HVAC, plumbing, electrical, lighting, carpentry, doors, locks, roofing, flooring, drywall, and painting
- Conduct regular walk-throughs and preventative maintenance checks of site buildings, fixtures, and building systems; document findings and address issues before they become larger problems
- Maintain and repair site infrastructure and common areas, including fencing, gates, signage, outdoor lighting, walkways, decks, ramps, and exterior structures
- Perform basic upkeep of building systems and equipment, such as replacing filters, testing smoke detectors and emergency lighting, checking fire extinguishers, and servicing water heaters and propane/electric appliances
- Respond promptly to urgent building issues (e.g., leaks, power outages, heating/cooling failures, security concerns), including during rotating on-call hours
- Prioritize, update, and complete work orders independently in the Appfolio system
- Coordinate with the Manager of Maintenance on repairs requiring outside vendors or additional expertise
- Support the coordination and oversight of outside vendors and contractors working in site buildings, including scheduling access and confirming completed work

- Communicate supply and material needs to the purchasing team
- Check all materials received for quantity, quality, dimensions, and damage
- Maintain an organized and safe shop, tool, and materials storage area; keep inventory of common building supplies and replacement parts
- Notify the Manager of Maintenance of any delays, unforeseen conditions, or subcontractor no-shows that will affect the schedule
- Follow all MLF safety policies and procedures and promptly report any hazards, safety concerns, or incidents to the appropriate supervisor.
- Participate in cross-training opportunities—be open to learning new trades or skills and sharing knowledge with teammates when appropriate
- Attend all necessary meetings, including daily team meetings, monthly staff meetings, and teambuilding outings/meals
- Other Duties & Responsibilities as needed

Knowledge, Skills, Abilities & Principles

- MLF is a faith-based organization whose ideals and philosophy come directly from the Gospel of Jesus Christ. As an organization, we strive to reflect this precept in our communications, both internally and externally.
- Commitment to serving those who have experienced homelessness and personal alignment with MLF's vision, mission, core values, and goals.
- Experience in one or more of the following skilled trades: HVAC (mini split, split units and package units), electrical, and/or plumbing on residential or light commercial buildings
- Knowledge of maintenance procedures, including propane/electric appliance operation, HVAC systems, electrical, roofing, plumbing, and general building maintenance etc. preferred
- Ability to independently diagnose and complete a wide range of repairs on homes, buildings, and site infrastructure
- Team-oriented with a strong work ethic; willing to learn new skills, take direction, and collaborate across trades
- Clear, respectful communicator with strong customer service skills and the ability to build positive relationships with neighbors, staff, and vendors
- Willingness to take ownership of tasks and find creative solutions with limited resources
- Basic math skills required
- Basic technology skills required; familiarity with Microsoft 365 and Appfolio (or similar work order systems) a plus
- EPA certification and/or bilingual (English/Spanish) abilities are a plus
- Must have a valid driver's license
- Must have or be willing to get within first 90 days (OSHA 10 and Propane Certification)

Work Environment & Physical Demands

- Regularly works outdoors in all weather conditions (i.e., heat, cold, rain, ice, snow, etc.) and in indoor building spaces, including attics, crawl spaces, and mechanical areas

- Ability to safely climb and work from a ladder for extended periods, including work on roofs and elevated building components
- Requires frequent standing, walking, kneeling, bending, climbing, and twisting throughout the workday
- Must be able to lift, push, pull, and carry up to 75 pounds
- Ability to operate a variety of hand and power tools

MLF PURPOSE / VISION

We empower communities into a lifestyle of service with the homeless.

MLF MISSION

We provide food and clothing, cultivate community, and promote dignity to our homeless brothers and sisters in need.

GOALS

- Transform the way people view the stereotype of those who find themselves homeless
- Reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- Connect human to human, heart to heart through the fellowship of food and hospitality
- Inspire people into a lifestyle of abundance by giving their best first

BELIEF STATEMENTS

The vision is supported by belief statements centered on our belief that homelessness is the result of a profound, catastrophic loss of family:

- God, infinitely perfect and blessed in himself, in a plan of sheer goodness freely created man to make him share in his own blessed life
- By virtue of being created by God in His image, we are all called to live in community and relationship with Him through each other
- The family is the original cell of social life
- You shall love your neighbor as yourself
- All members of the human family are equal in dignity
- The Lord God took the man and settled him in the Garden of Eden to cultivate and care for it. Gen 2:15

CORE VALUES

MLF is committed to fostering a culture that prioritizes relational connection. We believe there is opportunity in every aspect of our work to be relational in a highly transactional world. In this culture, transactions are means to relational ends, not the other way around.

This begins with the countercultural love poured out by Jesus Christ and grows as imperfect individuals strive to show this love to each other human-to-human, heart-to-heart.

Each individual's openness to the journey of their own personal growth is essential in building our relational culture, and we believe this culture flourishes as we each continuously strive to more fully embody these four core values:

- **Faith:** We define Faith as the foundational belief that our world and all our work belong to God. This allows us to engage our work with joy and lightheartedness, knowing that we are not ultimately in control.
- **Humility:** We define Humility as rightly viewing oneself as a single piece of a grander story. This humility leads to a view of oneself that is neither too high nor too low.
- **Generous Spirit:** We define a Generous Spirit as a readiness to give more grace, mercy, and hospitality than is necessary or expected. This posture allows us to see others for who they are, not what they do.
- **Integrity:** We define Integrity as a wholehearted commitment to doing right by God, ourselves, and others. This wholeheartedness shows itself in consistently choosing honesty, responsibility and ownership in all actions and decisions.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

MLF is committed to creating a diverse environment and is proud to be an equal opportunity employer. Personnel are chosen based on ability without regard to race, color, religion, sex, national origin, genetics, disability, marital status, or sexual orientation in accordance with federal and state law.