

Maintenance Assistant Job Description

In general, the Maintenance Assistant staff member assists the Building Services Manager and the Residence Administrative staff in the overall maintenance and repair of the Residence. The Maintenance Assistant staff member assists with a number of responsibilities including minor repairs; collaborating in the identification, inventory and repairs as required of both large, small and on-going maintenance projects; liaising with University maintenance personnel and external contractors; assisting with the upkeep of the facilities; conducting inspections of furniture and providing appropriate maintenance; and performing miscellaneous tasks related to the visual appearance and upkeep of the Residence property.

As this is a front-line position with regular contact with the residents, guests, Residence & University staff and the general public, tact and a helpful attitude are necessary pre-requisites for a customer-service oriented environment. Even though procedures are in place to handle most situations, understanding and flexibility are necessary in order to handle the unique situations that will inevitably arise. When working outside regular office hours, the Maintenance Assistant Staff member must be able to perform with minimal supervision.

While on-call during the academic year, you will be paid a minimum of 2 hours if you are called after office hours during the week. You will be paid a minimum of 3 hours if you are called for assistance on weekends and on statutory holidays.

During the summer term the Maintenance Assistant staff member will assist the Building Services Manager during office hours (Monday – Friday) and will be required to work full time hours as set out by the University of Toronto's guidelines (36.25 hours/week in May and June and 33.75 hours/week in July and August) and may be altered as such by the Building Services Manager.

The Maintenance Assistant is responsible for responding to maintenance issues after regular business hours in the absence of the Building Services Manager.

Specifically, the Maintenance Assistant staff member will assist the Building Services Manager in, but not limited to:

- Handling minor repairs particularly relating to the replacement of faucet washers and spindles, faulty window latches, broken tank toilet handles, unplugging clogged toilets and drains, changing light bulbs, tightening loose hinges or door mechanisms, diagnostic & repair of stand alone saflok door lock units i.e. batteries replacement and general maintenance.
- Performing tasks that involve hanging of bulletin boards, pictures, coat hooks, and necessary items used in the Residence rooms, suites, common areas and offices.
- The liaison with respect to University maintenance personnel or external contractors.
- Assisting with upkeep of facilities used by students (washrooms, showers, kitchens, etc.)
- Assist the Information Technology Specialist with various computer & cabling issues as required.

- Assisting with the maintenance of a log of work conducted to provide future projections for budgetary purposes.
- Responsible for touch up paint jobs, furniture refinishing, furniture moving, transportation of extraneous materials for elimination to proper sites.
- Inspecting furniture on a regular basis and providing appropriate maintenance.
- Providing assistance with miscellaneous tasks related to the visual appearance and upkeep of the property in areas not provided by University personnel.
- Dealing with Emergency situations as they arise and be cognizant and comfortable with the Innis Residence Emergency Procedures
- Keep the Building Services Manager informed of any maintenance issues or occurrences and to seek guidance and support from the Residence Administration, but must be able to perform duties under minimal supervision.
- Assist the Front Desk Staff with any maintenance problems that arise during hours when the office is closed.
- Conduct themselves in a professional and appropriate manner.

In addition to the duties above, the Maintenance Assistant staff person is required to be:

- Available for work during the Move-Out period the last week of April and first week of May, in order to assist with the compilation of maintenance issues arising from the room & suite inventories.
- Available for work the last two weeks of August and first week of September, to assist with the preparation of the building before and during Move-In day.

The Maintenance Assistant staff member will be paid an hourly rate of \$18.00 for hours worked at the Residence, ***and will have the cost of their summer accommodation in a room & suite at the Innis Residence waived in exchange for being On-Call in the summer.*** Please note that this accommodation is considered to be a taxable benefit and as such, a T4A will be issued for this benefit for the current taxation year.

If at any time the Maintenance Assistant staff member has any questions or concerns related to their employment, they should speak to the Dean of Residence immediately.