

## Bucks County Free Library Job Description

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|----------------------------|-------------------------|
| <b>Job Title:</b>          | Maintenance Technician  |
| <b>Job Classification:</b> | Maintenance Technician  |
| <b>Department Name:</b>    | Facilities              |
| <b>Reports To:</b>         | Facilities Manager      |
| <b>Date Prepared:</b>      | February 2017           |
| <b>Approved By:</b>        | Chief Executive Officer |

**POSITION SUMMARY:** Performs routine building maintenance, such as light bulb replacement, plumbing, and furniture repairs. Performs routine grounds maintenance and debris removal. Cleans outside of buildings and parking lots and outside walkways. Performs janitorial duties as needed, such as trash removal and vacuuming, sweeping, scrubbing, or dusting surfaces, floors, furniture, and equipment. Maintains building supply inventory and ensures the use of standardized supplies and systems. Performs all duties of the Delivery Driver as needed when absences or vacancies occur. This is a non-exempt bargaining unit position.

### MINIMUM EDUCATION AND EXPERIENCE:

- Requires a high school diploma or G.E.D.
- Two years related experience
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites
- Annual recertification of valid driver's license

### SCOPE OF RESPONSIBILITY:

**Staffing Responsibility** – Has no responsibility for the direction of others.

**Supervision Received** – Work is assigned and performed under direct supervision. Position functions independently on routine work, but questionable cases and situations are referred to immediate supervisor.

**Customer Satisfaction and Service** – Understands and communicates routine, work-related information and requires normal courtesy and tact in dealing with others.

**Decision Making Impact** – Productivity or actions affect the work of others in the immediate work group or several customers.

**Communication Type** – Interaction requires moderate tact and cooperation, e.g., scheduling and coordinating multiple priorities and responding to questions which require some research to provide the correct answer.

**Communication Level** – Level of contact is primarily with clerical, technical, and public service staffs.

**Complexity** – Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.

**Budget Responsibility** – Has no responsibility for a budget.

## **REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs routine building maintenance, such as light bulb replacement, plumbing, and furniture repairs.
- Performs routine grounds maintenance and debris removal. Cleans outside of buildings and parking lots and outside walkways.
- Performs janitorial duties as needed, such as trash removal and vacuuming, sweeping, scrubbing, or dusting surfaces, floors, furniture, and equipment.
- Maintains building supply inventory and ensures the use of standardized supplies and systems.
- Performs scheduled deep cleaning of carpets and furniture. Follows procedures for the use of chemical cleaners and power equipment to prevent damage.
- Cleans gutters and drains near building, keeping them free of debris.
- Performs seasonal maintenance of air conditioning and heating filters.
- Maintains all fire exits clear of debris and barriers and ensures that libraries are free or corrected of hazardous conditions and meet standards for inspection or compliance.
- Monitors buildings, parking lots, and walkways in inclement weather. Performs snow removal, including de-icing walkways, shoveling, and plowing.
- Maintains documentation, such as system manuals, floor plans and diagrams, standards, codes, inventories, and contact lists.
- Maintains keys inventories, assignments, and access codes.
- Notifies managers concerning the need for major repairs or additions to building operating systems.
- Inspects, monitors, and reports on snow removal, waste removal, landscaping, building repairs, construction work, and other work performed by outside vendors.
- Covers building security as needed.
- Performs all duties of the Delivery Driver as needed when absences or vacancies occur.
- Meets the requirements of all Bucks County Free Library job and technology competencies.
- Assumes other duties and projects as assigned.

## **REPRESENTATIVE KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of how to evaluate the effectiveness of facilities efforts relative to public library system operations.
- Knowledge of standard practices for providing customer service, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of personal computer hardware and software.
- Knowledge of materials, equipment, tools, and methods used in all phases of building and grounds maintenance and repair, including cleaning, painting, landscaping, masonry, carpentry, plumbing, HVAC, and electric.
- Knowledge of small motors, machines, and tools, including their design, use, maintenance, and repair.
- Knowledge of automotive maintenance and repair.
- Knowledge of building plans and blueprints.
- Knowledge of safety principles and procedures, including personal and public safety.
- Knowledge of building and equipment safety. Basic understanding of fire and building alarms, lighting systems and outside lighting timers, and HVAC systems.
- General knowledge of commercial cleaning equipment and supplies, including safe use and storage.
- Knowledge of building and equipment safety. Basic understanding of fire and building alarms, lighting systems and outside lighting timers, and HVAC systems.
- Demonstrated ability to perform simple carpentry, plumbing, electrical, and painting repairs.
- Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- Basic computer literacy.
- Ability to operate industrial floor machines.
- Coordination skills. Ability to adjust actions as needed in relation to changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Project planning and management skills. Ability to accomplish goals as a leader and member of a team.
- Time management skills, including the ability to manage the time of others.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Equipment selection skills. Ability to identify the kinds of tools and equipment needed to do a job.
- Equipment maintenance, troubleshooting, and repair skills. Ability to determine what type of maintenance or repair is needed and conduct the repair using the correct tools.
- Ability to communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read, listen to, and understand complex information in English.
- Finger dexterity, such as the ability to make precise finger movements using one or both hands to grasp, manipulate, or assemble very small objects.

- Manual dexterity, such as the ability to quickly move the hand, the hand and arm, or two hands to grasp, manipulate, or assemble objects.
- Near vision, such as the ability to see details at close range within a few feet of the observer.
- Static strength, such as the ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Trunk strength, such as the ability to use the abdominal and lower back muscles to support part of the body repeatedly or continuously without giving out or fatiguing.
- Extent flexibility, such as the ability to bend, stretch, twist, or reach with the body, arms, and legs.
- Arm-hand steadiness, such as the ability to keep the hand and arm steady while moving the arm or while holding the arm and hand in one position.
- Information ordering, such as the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules, such as patterns of numbers, letters, words, pictures, or other mathematical operations.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to alphabetize correctly and to understand numerical arrangements utilizing the decimal point.

## **TOOLS AND EQUIPMENT**

- Hand tools, such as hammers, screwdrivers, and ratchet sets;
- Power tools, such as circular saws, drills, hammer drills, grinders, miter saws, and nail guns
- Step and extension ladders
- Scaffolding
- Hand trucks
- Power washers
- Floor scrubbers
- Vacuums
- Air compressors
- Salt spreaders
- Gas chainsaw, blower, tree pruner
- Electric pallet jack
- Floor jacks and bottle jacks
- 40' scissor lift
- Ability to drive pickup truck with plow and 12' drop deck trailer

## **TECHNOLOGY**

Help Desk/Work Order software, E-mail software

## COMPETENCIES

**Job Knowledge – General:** Demonstrates and applies knowledge, skills, and abilities necessary to independently perform essential job functions, including policies, procedures, and strategic plan goals; actively engages in activities to improve performance, such as training and self-directed learning

**Job Knowledge – Due Diligence:** Maintains records and manages cash and property according to library policies; protects library assets

**Job Knowledge – Technology:** Demonstrates and applies skill in the use of equipment, tools, and technology necessary to independently complete assignments and assist others

**Dependability:** Meets attendance standards; initiates and accomplishes workload without being prompted; manages time effectively

**Productivity and Initiative:** Works independently with minimal supervision; makes decisions and takes action within the scope of responsibility; willingly accepts new responsibilities; prioritizes work and meets deadlines; processes and completes work accurately and efficiently; handles multiple priorities with ease

**Work Relationships and Demeanor:** Maintains cooperative and productive relationships; willingly assists with formal or informal coaching or training; acknowledges and accepts feedback, suggestions, or constructive criticism; displays a positive approach and enthusiasm about the library and job responsibilities; treats obstacles as solvable challenges; actively works to maintain and improve staff morale

**Customer Service:** Delivers friendly, courteous service; anticipates and meets customer needs and expectations without reference to internal operations or constraints; handles problems with patience and tact; resolves routine problems without referral to a supervisor

**Communication:** Communicates effectively in person, by phone, and electronically; expresses ideas clearly with correct grammar; uses active listening skills; matches communication method to the situation and the needs of the recipient

**Change and Innovation:** Adapts to new or changing priorities; makes recommendations for operational improvements; initiates creative ideas

**PHYSICAL DEMANDS:**

Amount of time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

- None – The person does not perform this activity.*
- Occasionally – The person does the activity up to 33% of the time.*
- Frequently – The person does the activity 34% to 66% of the time.*
- Continuously – The person does the activity 67% to 100% of the time.*

| <u>Activity</u>                           | <u>None</u>              | <u>Occasionally</u>                 | <u>Frequently</u>                   | <u>Continuously</u>                 |
|---|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Standing                                  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Walking                                   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Sitting                                   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Repetitive Hand Motion                    | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Reaching/Working Overhead                 | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Climbing or balancing                     | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Stooping, kneeling, crouching or crawling | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

Does this job require that weight be lifted or force be exerted?  Yes  No  
 If so, how much and how often? Check the appropriate boxes below.

| <u>Activity</u>    | <u>None</u>              | <u>Occasionally</u>      | <u>Frequently</u>                   | <u>Continuously</u>                 |
|--------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| Up to 10 lbs.      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Up to 25 lbs.      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Up to 50 lbs.      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Up to 100 lbs.     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| More than 100 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

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**SIGNATURE**

I have read and have been given an opportunity to ask questions regarding this job description.

I also understand that this job description does not constitute an implied or expressed contract for employment with Bucks County Free Library. I understand that this job description does not contain all of the responsibilities that I may be asked to carry out while employed with Bucks County Free Library and that I will perform other duties that are assigned to me to the best of my abilities.

I agree to accept the responsibilities and duties as outlined.

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Employee Signature

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Date