



Job Title: Lead Maintenance Technician

Department: General

Revision Date: 01/14/2026

Online Assessment:

<https://zunishoppingcenter.insperityassessments.com/groups/56173>

Reports to: General Manager

Position Overview

The Lead Maintenance Technician is responsible for protecting, maintaining, and enhancing the performance, safety, and value of all company facilities, property, and equipment. This role combines hands-on maintenance work with leadership responsibilities, ensuring operational efficiency, high safety standards, and a positive customer experience.

This position requires regular on-site work and a valid driver's license. This role serves as the primary on-call and emergency response contact for facility- and equipment-related issues. The ability to respond promptly, calmly, and effectively to urgent situations is a critical function of this position.

Key Responsibilities

- Ensure all company facilities meet established standards for safety, appearance, and operation, while adhering to budget guidelines.
- Perform hands-on maintenance and repairs in areas such as HVAC, electrical, plumbing, flooring, carpentry, drywall, networking, and equipment.
- Diagnose problems, source parts, and complete repairs efficiently and effectively.
- Serve as the primary liaison between management, staff, and contractors regarding facility and equipment status.
- Coordinate, oversee, and serve as the on-site point of contact for outside technicians and contractors, ensuring work is completed safely, correctly, and in alignment with company expectations.
- Provide instruction and guidance to staff on proper operation, cleaning, troubleshooting, and care of equipment.
- Serve as the primary emergency response contact for facility and equipment failures, including refrigeration, HVAC/R, plumbing, electrical, and safety-related incidents.
- Assess, stabilize, and coordinate response to emergencies, including performing immediate repairs and/or engaging outside service providers.
- Be available for after-hours emergency response on an as-needed basis, including nights, weekends, and holidays.
- Develop and maintain written procedures for equipment operation, maintenance, and training.

- Develop, track, and execute preventive maintenance activities to reduce equipment failures, emergency calls, and unplanned downtime.
- Model and promote exemplary customer service and teamwork in all interactions.
- Perform other duties as assigned by management.

Qualifications

Education & Experience

- High school diploma or GED required.
- Proven experience in equipment diagnosis and repair, plumbing, carpentry, minor electrical, drywall.
- HVAC/R and electrical experience a plus.

Skills & Abilities

- Strong troubleshooting and problem-solving skills.
- Ability to use a smartphone for communication, documentation, and maintenance tracking, including work order and asset management applications (e.g., MaintainX).
- Excellent organizational, planning, and time management abilities.
- Solid customer service orientation and communication skills.
- Proficient in Microsoft Office and comfortable with internet, databases and spreadsheets.
- Able to work independently and take initiative.

Physical Requirements

- Ability to lift up to 75 lbs.
- Able to work 8-12 hour standing shifts.
- Must be available for after-hours and weekend emergency calls as needed.
- Reliable transportation required.

Personal Attributes

- Positive, solutions-oriented attitude.
- Self-motivated with a strong sense of responsibility.
- Detail-oriented with a commitment to quality work.

Pay & Classification

- Non-exempt (hourly); eligible for overtime
- No direct reports; hands-on labor role
- Includes on-call and emergency response responsibilities
- Compensation is based on skills, experience, and demonstrated technical capability.
- Higher pay levels may be offered for candidates with advanced HVAC/R, electrical, or relevant specialized trade experience.

Why Join Us

This is an opportunity to take ownership of facility operations for a well-established company, work with a supportive team, and make a direct impact on the safety, efficiency, and presentation of our properties.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.