JOB DESCRIPTION

POSITION: Senior Facilities Maintenance Technician
REPORTS TO: Facilities Manager
SUPERVISES: None

JOB SUMMARY

Serves as the lead field maintenance professional and primary technical resource for Columbia CU facilities, systems, grounds, equipment, and vehicles across multiple locations. Independently performs advanced troubleshooting, maintenance, repairs, inspections, emergency response, and contractor coordination; guides the Facilities Maintenance Technician, backs up the Facilities Manager, and participates in rotating after-hours coverage.

ORGANIZATIONAL COMPETENCIES

- **Builds Trust**
  Demonstrate an uncompromising standard of ethical conduct and integrity to include trust and respect for each other, our members, and our communities.
- **Communicates Effectively**
  Have a passion for helping members and staff achieve their goals by educating, offering tools and assistance in response to the members' needs in a way that the members can fully understand.
- **Teamwork and Cooperation (within & across units)**
  Respect each person's ability to create and contribute toward the goal of delivering quality member service and innovative products, individually or as part of a team, through open communication and mutual trust.

JOB SPECIFIC COMPETENCIES

- **Continuous Learning and Development**
  Take initiative in learning, seek feedback, and encourage skill development.
- **Creativity and Innovation**
  Inject originality into work and encourage new ideas.
- **Flexibility & Adaptability to Change**
  Adapt to change, maintain work effectiveness in new situations, and prioritize flexibility.
- **Planning and Organization**
  Establish priorities, communicate plans, and focus on end result.
- **Positive and Professional Approach**
  Create a positive work climate and support the organization's mission.
- **Supports Diversity & Understands Related Issues**
  Embrace diversity and contribute to an inclusive environment.
- **Member Orientation**
  Respond to the member needs, insist on high-quality service, and seek efficient service delivery.

JOB DESCRIPTION

ESSENTIAL DUTIES

- Leads complex maintenance, repair, and improvement work; helps prioritize daily work, preventive maintenance, facility assessments, and repair-versus-replacement recommendations.
- Provides hands-on coaching and technical guidance to the Facilities Maintenance Technician without formal supervisory authority.
- Coordinates site access and monitors approved vendors and contractors for schedule, scope, safety, site protection, and completeness; reports discrepancies.
- Leads field execution for assigned branch upgrades, equipment installations, and facility projects within approved scope, budget authority, and schedule.
- Acts as the operational contact during the Facilities Manager's absence within delegated authority and escalates personnel, contract, budget, compliance, and significant-risk decisions.
- Performs and documents preventive and corrective maintenance, inspections, troubleshooting, and repairs across building interiors, exteriors, HVAC-related components, electrical and lighting, plumbing, doors and hardware, roofing, access control, and fire/life-safety systems; engages licensed or specialized support when required.
- Responds to and prioritizes work orders based on safety, security, operational impact, and property risk; records labor, materials, findings, vendor involvement, status, and resolution.
- Responds to facility emergencies and participates in rotating after-hours coverage, following established notification, escalation, and response procedures.
- Conducts assigned fire and facility inspections; supports safety, emergency preparedness, business continuity, confidentiality, and secure-area protocols.
- Installs or relocates furniture, equipment, fixtures, signs, marketing materials, and window coverings; supports branch improvements, office moves, meetings, and events.
- Maintains company vehicles, tools, equipment, parts, supplies, and storage areas; travels between Credit Union locations, suppliers, and service providers subject to driving and insurability requirements.
- Provides backup for designated General Services and Facilities functions and performs related duties and special projects as assigned.

JOB REQUIREMENTS

- High school diploma or equivalent required; relevant trade school, apprenticeship, or technical training preferred.
- Minimum five years of progressively responsible commercial facilities, building maintenance, construction, or related experience, including independent complex troubleshooting and repairs.
- Advanced proficiency in multiple maintenance disciplines and broad knowledge of commercial HVAC, electrical and lighting, plumbing, doors and hardware, roofing/building envelope, access control, and fire/life-safety systems.
- Experience coordinating vendors, contractors, and multi-step work in occupied commercial environments and coaching a developing technician.
- Proficiency with computerized work-order or facilities-management systems and accurate service records.

- Ability to interpret plans, manuals, specifications, safety information, and vendor scopes; strong communication, organization, judgment, and customer-service skills.
- Scheduling flexibility for rotating after-hours coverage plus a valid driver's license and successful driving-record and insurability review.
- OSHA safety training, First Aid/CPR/AED, Building Operator Certification, or comparable facilities certifications preferred.
- Ability to maintain confidentiality and work within secure financial services environments.

PHYSICAL REQUIREMENTS

The physical requirements outlined below encompass the diverse range of abilities needed for individuals to effectively perform the essential functions of this job.

- Communicate information and ideas clearly for mutual understanding.
- Exchange accurate information effectively in various situations.
- Frequently inspect buildings, equipment, work areas, and documents at close and varying distances.
- Frequently remain in a stationary position.
- Frequently move around the workspace.
- Frequently position oneself through bending, kneeling, crouching, and accessing equipment and building components.
- Frequently use hands to grasp, handle, manipulate, or feel objects.
- Frequently use hand tools, power tools, or specialized equipment.
- Occasionally ascend/descend ladders or stairs.
- Occasionally work above shoulder level.
- Occasionally move items up to 60 pounds with appropriate equipment or assistance.
- Frequently operate a vehicle.
- Frequently travel between worksites.
- Frequently work outdoors in varying weather conditions or temperatures.
- Frequent exposure to dust, noise, cleaning products, construction materials, and active work areas.
- Frequent use of required personal protective equipment and follow established safety practices.