

Tenant Service Technician Fairfax, VA

Interested in working for a company that provides its tenants with the highest level of customer service possible? That is a leader in developing and maintaining properties that are energy efficient and well maintained? Then come join Liberty Property Trust's Fairfax, Virginia office as a Tenant Service Technician. You will be joining a team that has a reputation for valuing its employees and helping them use their talents effectively to grow with the Company.

THE SUCCESSFUL CANDIDATE WILL:

- Respond to tenant service calls within 1 hour, including emergency calls, as needed, after business hours and demonstrate Liberty's commitment to timely responses with 100% customer satisfaction.
- Complete service orders assigned for miscellaneous repairs, including minor electrical, carpentry, plumbing, lighting, drywall repairs, rug and floor repairs, and minor repairs to concrete floors and sidewalks.
- Troubleshoot HVAC calls, adjust thermostats and damper vents, add/relocate supply and return air vents, replace thermostats and review work performed by HVAC vendors to ensure equipment preventative maintenance was performed to Company standards.
- Work to understand tenant needs and maintain positive, productive and professional relationships with all tenants.
- Work with Property Management to implement a Preventative Maintenance Program.
- Conduct routine inspections to ensure that the appearance and operation of the company's properties meets company standards. Patrol and pick up litter and debris throughout the assigned portfolio.
- Ensure that work assigned to outside vendors is handled in a timely and appropriate manner and within Company standards of excellence.
- Handle small painting projects. Climb ladders and work on roofs as needed.
- Maintain, repair and replace rain gutters and downspouts as needed.
- Maintain the professional appearance and condition of any assigned company vehicle. Maintain an adequate supply of designated building materials in the vehicle.

WHAT WE ARE LOOKING FOR IN A CANDIDATE:

- High school diploma or GED
- 3-5 years experience in building systems maintenance, with SMT and SMA designation
- Strong background in HVAC, plumbing, carpentry, electrical and energy management systems
- Ability to lift ladders, fixtures, equipment, and supplies that might weigh up to 80 pounds, with or without a reasonable accommodation
- Valid driver's license with a driving record that meets Liberty's insurance requirements
- Excellent customer service and verbal communication skills
- Demonstrated commitment to quality service
- Self-starter
- Strong problem solver
- Ability to work independently, but also function effectively as part of a team