



LONDON & MIDDLESEX
COMMUNITY HOUSING

Job Posting: Maintenance Repair

WAGE RANGE: \$25.28 - \$28.73	CLOSING DATE: JANUARY 8, 2021
COMPETITION: 2020-35	
LOCATION: VARIOUS SITES	HOURS OF WORK: 8:00 AM – 4:30 PM
POSTING DATE: DECEMBER 14, 2020	MONDAY- FRIDAY

THIS POSTING IS FOR ONE (1) PERMANENT FULL-TIME POSITION
AND UP TO TWO (2) TEMPORARY FULL-TIME POSITIONS (UP TO 1 YEAR)

Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: LMCH provides and maintains homes in a safe and supportive environment to meet the needs of the people we serve in our communities.

Vision: LMCH envisions healthy homes and communities in London and Middlesex. Leading by example, LMCH will help make a difference and positively impact lives using housing as the foundation.

LMCH Values:

WE CARE	
Collaboration	Commitment
Accountable	Accessible
Respect	Responsive
Equity	Excellence

1. PURPOSE OF THE JOB:

Reporting to the Property Services Manager, the Maintenance/Repair Person completes repairs and preventative maintenance at designated sites while maintaining a safe working and housing environment.

Typical duties will include but not be limited to: repairs and/or installation of doors and windows; removal and replacement of floor tiles, laminate and



hardwood flooring and countertops; minor electrical repairs; plumbing tasks including unclogging drains, repairing or replacing faucets, sinks, toilets, and laundry tubs; drywall repair or replacement; ceramic tile repairs and grouting. When requested or as needed, provide assistance to contractors and emergency personnel, report social concerns and incidents to appropriate staff. Test, check, and inspect mechanical and life safety systems. Perform other duties as required.

This is a bargaining-unit position.

2. KEY DUTIES/RESPONSIBILITIES:

- Maintain and promote the confidentiality of tenant information and other data.
- May be assigned to any LMCH site for maintenance, repair, or restoration duties as required by LMCH workload.
- Interact with tenants and the public as necessary in performing duties and providing customer service.
- Maintain safety systems and buildings.
- Complete preventive and regular maintenance and repairs in building and units, both occupied and vacant, including much of the electrical, plumbing, carpentry, drywall, and painting. Perform furnace troubleshooting as needed.
- Assess, prioritize, and implement a routine to ensure a timely completion of tasks.
- Maintain and organize work conditions including maintenance shop where applicable.
- Operate in a challenging environment with potentially dangerous tenants and work conditions.
- Respond to emergency situations such as fire, ambulance, police. Call 911 when appropriate.
- While on site, respond during fire alarms or other events as outlined under the Fire Safety Plan.
- Report social concerns and incidents to appropriate staff and sometimes to agencies.
- Change locks, recording information on keys.
- Complete move-out inspections to assess and report damages for tenant charges.

- Remove debris, e.g. old furniture, which is not contracted out.
- Check, test, and inspect Life Safety Systems for compliance to the Fire Code.
- Complete necessary logs.
- Assist and supply direction to contractors. May be required to supply them with materials.
- Decide on the most economical use of materials and contractors for repair work.
- Monitor contractors' quality of work and advise if unacceptable.
- Report social concerns and incidents to appropriate staff and sometimes to agencies.
- Perform other related activities, as necessary or as assigned.

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- Grade 12 diploma plus 2 years of experience in trades and repairs required or an equivalent combination of education and experience. Certification in trades and additional training, first aid, WHMIS preferred.
- Ability to work with a variety of personalities with tact, solid customer service skills, teamwork, and interpersonal skills with an above average level of emotional intelligence.
- Proven work experience and ability to provide a broad range of maintenance repairs including; drywall; plumbing; painting; electrical; mechanical; and general maintenance. Proficiency in use of tools and equipment required to perform the functions of the position.
- Self-motivated, strong work ethic, and positive team attitude. Able to build and maintain lasting relationships with other departments, key business partners, and government agencies.
- Organization skills to effectively balance job requirements.
- Analytical and problem resolution skills.
- Strong communication and interpersonal skills, including awareness of social issues, the ability to deal tactfully and resourcefully with tenants, and deal with situations and conditions related to daily maintenance in apartment buildings or family townhouse complexes, the ability to complete logs and reports.
- Basic mathematical skills required in taking measurements and reporting.
- Effective attention to detail and a high degree of accuracy.



- Computer literacy with ability to use smart phone and tablet, including effective working skills with Outlook. Experience with Yardi or other property management software an asset.
- Knowledge of fire safety systems and building mechanical systems.
- Knowledge of the Occupational Health and Safety Act and WHMIS regulations. Life Safety Certification, First Aid.
- Must possess a valid driver's license and have access to a vehicle. Travel will be required within the City of London and/or County of Middlesex.
- Training in non-violent crisis intervention, de-escalation, or similar considered an asset.
- Bilingual/Multilingualism considered an asset.

4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:

- Working knowledge of cultural, social and demographic patterns relating to vulnerable priority populations.
- Knowledge of and commitment to harm reduction and low barrier service.
- Committed to work in an interdisciplinary, diverse setting.
- Understanding of and sensitivity towards the belief systems of other groups, the complexity of those facing poverty and in need especially as they affect their mental health and behaviour.
- Commitment to non-violent crisis intervention, de-escalation, and supporting tenants.
- Strong work ethic and positive team attitude.
- Demonstrating knowledge and valuing of client's life situation.
- Working with diverse communities with sensitivity, creativity, innovation, language and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK and VULNERABLE POSITION SCREENING:

This position requires the successful candidate submit a current Criminal Records Check and Vulnerable Sector Check from their local police service. A current LMCH employee who is the successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.



6. SALARY, BENEFITS, AND HOURS OF WORK:

Hourly rate range \$25.28 - \$28.73 with comprehensive benefits and OMERS pension plan.

Normal working hours are 8:00 A.M. to 4:30 P.M. Monday to Friday.

WHAT'S NEXT:

Once you apply, we'll review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.

Here's your chance to bring your knowledge and expertise to our team and contribute to providing better homes and better neighbourhoods. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by 4:30pm January 8, 2021.

Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Sara Allen
Human Resources Assistant
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@lmch.ca

London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code



LONDON & MIDDLESEX
COMMUNITY HOUSING

and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!