

Maintenance Technician

Position Overview

As a Maintenance Technician with the Hanson Group of Companies, you will help create an exceptional living environment for our residents by ensuring the smooth operation and upkeep of our properties. Reporting to the Maintenance Manager, this hands-on role spans routine repairs, unit-turnover preparation, seasonal grounds work, and timely response to urgent issues. You will plan your day for efficiency, work independently while collaborating with the maintenance team, and model professionalism with tenants and co-workers.

Key Responsibilities

Tenant Service Requests

Respond to service requests submitted through the tenant portal, phone, text, or email. Diagnose and complete repairs such as adjusting doors and hardware, minor carpentry, small plumbing fixes, and appliance troubleshooting. Coordinate priorities with the Maintenance Manager as requests arise and document work performed.

Move-Ins/Move-Outs

Support first- and last-of-month unit readiness. Tasks may include touch-up painting, door and cabinet adjustments, minor repairs, and ensuring suites meet company standards before occupancy. This time may require extended hours and/or weekend work.

Property & Grounds Care

Assist the landscaping team as needed to keep properties clean and presentable. Occasional support may include lawn mowing or trimming, shrub and mulch upkeep, weeding, turf repairs after winter, and seasonal fertilizing. Perform basic maintenance on small equipment as required.

Snow Operations

Participate in snow clean-up during and after storms, which may involve early mornings, evenings, or weekends. Clear entrances and walkways, apply salt and sand, and help ensure all equipment is ready for each storm.

Equipment & Asset Care

Maintain tools and equipment in safe working order. Care for the assigned service van and report any issues promptly.

Emergency & On-Call Response

When scheduled for on-call, respond promptly to urgent maintenance issues to minimize disruption and protect tenant safety.

Miscellaneous Tasks

Perform other related duties as assigned to support safe, efficient operations and excellent resident service, consistent with the scope of this role.

Qualifications

- Proficiency with common maintenance tools and equipment.
- Detail-oriented, accurate, and quality-focused.
- Effective time management; able to work independently and as part of a team.
- Positive attitude, strong communication and interpersonal skills, and a clean, professional demeanour.
- Strong problem-solving abilities.
- Previous experience in areas such as flooring, painting, electrical, or general maintenance is considered an asset.

Work Schedule

Standard hours are Monday to Friday, 8:00 AM to 4:30 PM. Evening and weekend work may be required from time to time for tasks such as month-end apartment preparation, emergency maintenance/on-call duties, and winter snow removal.

Compensation & Benefits

Pay & Overtime

- Competitive hourly wage based on experience.
- Overtime paid for hours beyond a standard 40-hour workweek.
- Option to bank approved extra hours for future time off.
- Vacation pay is paid out weekly, so there is no designated paid vacation time. Time off may be scheduled in coordination with management.

On-Call Compensation

- When scheduled for an on-call weekend, a minimum of 3 hours is paid, even if no calls are received. If the weekend includes a statutory holiday, the minimum increases to 5 hours.
- If called out for an urgent repair, time spent performing the work is paid at double time.

Benefits & Resources Provided

- Paid statutory holidays and on-call compensation as above.
- Service van for on-the-job travel, plus gas card and cell phone.
- Health benefits available after the first year of employment.

Character and Ethics

We expect team members to demonstrate good character, integrity, and professionalism in all interactions -- with tenants, co-workers, contractors, and the public. This includes being



dependable, respectful, safety-minded, and accountable for the quality of your work and the care of company property.

Growth & Development

We are committed to your professional growth and provide training and advancement opportunities within the company as we expand. High-performing team members can progress to specialized or supervisory roles.