



6516 Detroit Avenue, Suite 1
Cleveland, OH 44102
216.961.4242
nwneighborhoods.org

Maintenance Technician

Organization

Northwest Neighborhoods (NWN) is a community-led nonprofit housing organization that owns and operates 320+ affordable apartments across multiple multi-family buildings throughout Cleveland's Near West Side, along with neighborhood commercial storefronts and offices. NWN owns three of the four buildings at the intersection of W. 65th Street and Detroit Avenue, where our main offices are located, and owns and manages additional properties throughout the surrounding neighborhoods.

Job Summary

NWN is seeking a Maintenance Technician to perform general maintenance, repairs, and preventative maintenance across NWN's portfolio of affordable housing and commercial spaces. The portfolio consists of 15 buildings offering both affordable housing as well as retail space, all within a three-mile radius. This position serves as an integral part of our Property Services team and plays a crucial role in ensuring that all buildings, units, and common areas are safe, functional, and well-maintained. The Maintenance Technician works under the direction of the Maintenance Manager and responds to work orders in a timely and professional manner.

Reports to: Maintenance Manager

Responsibilities

- Perform routine maintenance and repairs in residential units and common areas, including plumbing, electrical, HVAC, carpentry, drywall, painting, and appliance repair
- Complete work orders, unit turnovers, and emergency repairs in a timely manner
- Conduct preventative maintenance inspections and complete assigned tasks
- Troubleshoot and diagnose maintenance issues efficiently.
- Prepare vacant units for occupancy, including repairs, painting, cleaning coordination, and inspections



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- Maintain an organized inventory of materials and supplies, ensuring seamless access to resources for ongoing maintenance projects
- Respond promptly to emergency repairs when on call. This may include time during evenings, weekends, and holidays
- Demonstrate clear communication skills alongside a commitment to tenant satisfaction and safety
- Complete detailed work order forms and all required reports (both paper and digital), for essential documentation for maintenance activities
- Accompany contractors, inspectors, investors, and management staff to properties as needed

Qualifications

- High school diploma or GED required
- Valid driver's license and insured work vehicle required; truck or cargo van preferred
- 2-4 years of maintenance and repair experience
- Working knowledge of plumbing, electrical, HVAC, carpentry, and general building systems
- Ability to troubleshoot and complete repairs independently
- Ability to read work orders, inspection reports, and technical documentation
- Excellent communication skills to liaise with team members, inspectors, and vendors
- Experience using or willingness and ability to learn digital record-keeping systems such as Email, Voicemails, Yardi or Microsoft Word, Excel, etc.
- Excellent troubleshooting and problem-solving abilities
- Attention to detail and commitment to quality work
- Customer-service mindset when working with residents
- *Technical certification or trade school preferred*
- *Bilingual (English/Spanish) preferred*

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Northwest Neighborhoods CDC. Since no position



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description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

Physical Demands

On-site role at multiple locations. Ability to operate a motor vehicle and equipment such as snowblower and landscaping equipment. Requires regular walking, lifting, climbing stairs, and occasional after-hours or on-call response. Ability to operate a computer and keyboard. May require reaching, standing, walking, fingering, grasping and feeling, and the ability to lift or move objects up to 60 pounds. May require vocal communication for expressing or exchanging ideas, hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

Equal Opportunity

Northwest Neighborhoods CDC is an Equal Opportunity Employer.

NWN's Commitment to Equity and Inclusion

NWN is committed to creating an inclusive and equitable working environment and is proud to be an equal opportunity employer. Applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, veteran status, or any other protected status. Women, BIPOC, and LGBTQ individuals are encouraged to apply.

Employment Status & Compensation

Trial Period

This position will begin as a **90-day temporary-to-permanent placement through a staffing agency.**

During the initial 90-day trial period:



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- Hourly rate: **\$22.00 per hour**
- Employment will be administered through the agency partner
- Benefits are not available during the temporary period

At the successful completion of the 90-day period, the employee may be converted to permanent employment with Northwest Neighborhoods CDC, at which time full organizational compensation and benefits (as outlined below) would apply.

Upon Conversion

Upon permanent hire, this position converts to a full-time, benefits-eligible role with compensation aligned to the following structure:

- Annual salary range: \$48,000–\$50,000, commensurate with experience
- Health insurance with employer contribution
- 403(b) retirement with employer contribution to 403(B) retirement program: employer will provide a 50% match to the Employee's contribution up to a maximum of 3% of the employee's annual salary
- Paid Time Off (PTO) accrued at a rate of one (1) day per month during the first year of employment, then 18 days annually beginning the second year of employment
- 14 paid holidays annually
- Over-time pay for availability outside of standard work hours
- Long-term disability benefits

Work Schedule Expectations

This is a full-time position primarily working daytime weekday hours; however, the Maintenance Technician must be available for:

- On-call rotations
- Emergency response
- Occasional evenings/weekends as needed



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Submission

Please e-mail or mail cover letter and resume, to:

rgrant@nwneighborhoods.org
Northwest Neighborhoods CDC
Attn: Robert Grant
6516 Detroit Avenue, Suite 1
Cleveland, Ohio 44102
NO PHONE CALLS, PLEASE