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## Job Description



**POSITION TITLE:** Maintenance Administrative Assistant  
**DEPARTMENT:** Maintenance  
**REPORTS TO:** Maintenance Director  
**JOB CLASS:** Non-Exempt, Full-Time  
**COMPENSATION:** \$23.00/HR - \$26.00/HR  
**LAST REVISED:** 10/2024

***You will find meaning in your work and go home each day knowing you're making a difference in someone's life. Your skills and your experience can make an impact at Brothens Property Management communities.***

### Position Overview

Brothens Property Management is growing and seeks a detail-oriented and organized Administrative Assistant to support the Maintenance Director and department, ensuring the efficient operation of the Maintenance Department. This role coordinates communication, manages scheduling, handles vendor relations, and maintains organized documentation for department projects.

### Essential Duties and Responsibilities

- Respond to inquiries via email and coordinate communication between the maintenance department, vendors, community managers, and appropriate personnel.
- Maintains accurate and up-to-date staff information, including scheduling and calendar coordination.
- Coordinate with vendors for approval agreements, estimates, and scheduling, ensuring that invoices are processed, and files are saved in the Microsoft Share Drive, and Onesite.
- Assist with the organization and maintenance of the department's filing system, both digitally and physically, including the Maintenance Director's file cabinet. Maintain detailed records and files, ensuring accurate documentation and information is always accessible.
- Track project progress with Maintenance Field Supervisors for updates on all Brothens Property Management (BPM) properties. Coordinate with Maintenance Field Supervisors and Lead Maintenance Technicians as needed.
- Ensure timely completion of key tasks by monitoring and organizing scheduling due dates for critical maintenance activities, including fire and elevator system maintenance.
- Assist with the creation of purchase orders for maintenance needs across BPM properties.
- Perform additional duties and responsibilities as assigned by the Maintenance Director.

### Qualifications

- Excellent phone etiquette, with a focus on responsiveness and professional communication.
- Proficiency in Microsoft Office Suite (Teams, Word, Excel) is required.
- Strong verbal and written communication skills.
- Strong attention to detail and ability to meet strict deadlines. Must be organized and make decisions in fast-paced work environment. Must be capable of handling multiple tasks in a professional manner.
- Strong work ethic, with a focus on delivering quality service.
- Positive team-oriented attitude, with the ability to work effectively with diverse groups and demographics.



- High level of professionalism and conduct business with the highest of integrity in accordance with company policies and procedures.

### Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered at all times; Arrives at meetings and appointments on time.
- Dependability- Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

### Minimum Qualifications:

- High school diploma or equivalent.
- Minimum of **two-three years** of administrative experience in a similar role.
- Experience handling and managing general office duties.
- Bilingual skills are strongly preferred but not required.
- Proficient in using computers, word processing software, databases, spreadsheets, and online platforms.
- Experience with Onesite, Yardi or similar time tracking systems.
- Pass criminal background screening prior to employment.
- Normal office setting **5 days in the office per week, 8:00 to 4:30** normal business hours.
- Some travel to properties in Metro Denver/Boulder/Colorado Springs (could change with projected growth).

### Certificates, Licenses, and Registrations

- **A valid driver's license, clean driving record, and reliable transportation are required.**

### MENTAL DEMANDS:

- Most of the duties are varied and regularly require analysis, comprehension, or limited judgment and discretion. Some of the duties may not conform to standard practices requiring the use of analysis and interpretation to resolve problems.
- Requires the use of mathematical skills.
- Requires continuous concentration, alertness, and attention to detail.
- Requires an intermediate level of accounting and mathematical abilities.

### PHYSICAL DEMAND CLASSIFICATION:

#### PHYSICAL AND COMMUNICATION DEMANDS:

- Constant (67-100%): Forward reaching, grasping, handling, fingering, vision, hearing, sight with color perception, writing or composing in the English language, reading.
- Frequent (34-66%): Sitting, talking to coworkers, talking on the phone, responding to written/verbal requests from coworkers, responding to written/verbal requests, receiving verbal instructions, receiving written instructions.
- Occasional (1-33%): Standing, walking, stair climbing, bending, squatting, kneeling, stooping, crouching, climbing, twisting, side bending, over-head reach, talking to customers, written communication to customers.



**DESCRIPTION OF TASKS:**

- Pushing/Pulling: Occasional pushing/pulling is required when the employee is using hand truck to move files or office supplies. Force pounds were estimated to be up to 25LB.
- Lifting/Carrying: Occasional lifting/carrying is required when the employee is moving files, boxes, and office supplies. Force pounds were estimated to be up to 25LB.
- Sitting: The employee sits constantly at a workstation or desk.
- Standing/Walking: Alternate standing and walking is performed occasionally when employee is walking to make copies at the copying machine, faxing documents, or going to assist others in the company.
- Climbing: Climbing is performed when the employee needs to climb onto a step stool to reach items on shelves.
- Bending/Stooping/Crouching: Forward torso bending, stooping, and crouching may be preference of the worker when reaching or material handling at lowered work surfaces, and/or reaching for items on the lower shelves.
- Squatting/Kneeling: These techniques can be used by the employee when performing lifting, carrying, or with position tolerance tasks. Squatting/kneeling can be applied up to 1/3 of the workday.
- This position has regular verbal and written contact with administrative personnel, middle, and senior management. The nature of these communications range from a routine exchange of information to a process of securing information and/or responding to inquiries where explanation and discussion may be required using judgment.

**EQUIPMENT, MACHINES, TOOLS USED:**

Computer, computer software, scanner, printer, telephone, copier, facsimile machine, calculator, postage machine, paper cutter, and hand truck. May use other equipment as required for the position.

**DESCRIPTION OF WORK ENVIRONMENT:**

- Environmental Exposure:
- Inside: 100% Temperature: Air-conditioned room
- Work is performed primarily indoors unless the employee is required to go out of the office on errands. Employee will be in contact with chemicals (i.e., toner for copier and facsimile machines), and materials (i.e., paper) normally found at offices. Employee will also be exposed to minimal noise and vibration.

**VISION AND HEARING:**

- Must be able to clearly see the computer monitor with or without corrected vision. Must be able to judge or distinguish distance and space relationships.
- Must be able to hear within a normal range with or without a hearing device

**Benefits**

- 403B with 3% match
- Dental Insurance
- Vision Insurance
- Health Insurance
- Paid time off including vacation, sick and personal leave; plus, paid holidays.
- Ten (10) Paid Holidays
- Life Insurance
- Solid working environment



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