

Job Title: Maintenance Technician**Reports To:** Branch Manager**Status:** Non-Exempt**Date:** October 2024

Position Summary: Performs general maintenance and repairs for credit union equipment and facilities. Facilitates transportation of daily mail and other items or equipment for several CCU locations. Ensures a professional and safe environment for credit union members, non-members, and employees.

Principal Duties and Responsibilities:

- Manages daily incoming and outgoing mail for credit union, ensuring timely delivery and transport to and from post office, to Black River Falls CCU locations (Main Office, HWY A Drive Up, Operations Center), and to other local destinations as needed.
- Transports items or equipment between CCU locations, storage buildings, and other destinations as needed.
- Performs general cleaning tasks in the facility as needed, including but not limited to garbage removal, re-stocking of common areas supplies, etc.
- Inspects Black River Falls CCU locations for debris, garbage, etc. daily and takes proper action to ensure a professional and safe environment for credit union members, non-members, and employees.
- Performs basic landscaping and grounds maintenance, including snow removal as needed.
- Fills CCU ATMs in Black River Falls on a weekly basis and more often as needed.
- Regularly inspects CCU equipment, buildings and systems to identify problems or issues.
- Performs routine preventative maintenance on building systems and equipment, including but not limited to electrical, security, HVAC, etc.
- Troubleshoots issues to determine necessary repairs.
- Consults blueprints or building plans to identify the best solution to resolve systems or equipment issues as needed.
- Performs general repairs that do not require a specialized technician. Examples may include repairing drywall, painting, and repairing doors and other building fixtures.
- Obtains services of outside contractors when repairs require specialized training.
- Assists with upkeep of the facilities, indoors and outdoors.
- Assists with set up, tear down, and cleaning associated with seasonal changes and special credit union events.
- Orders and maintains inventory of supplies and materials needed for cleaning, repairs and maintenance.
- Performs any other duties as assigned.

Additional Duties and Responsibilities:

- Commits to CCU's mission, vision, and core values and model of Service Excellence. Lives and displays these values in all aspects of work and personal life.
- Participates in training sessions and online courses as needed.
- Participates in regularly scheduled departmental meetings and coaching sessions.
- Travels to other CCU branches for special projects and to transport items or equipment as needed.
- Other out-of-town travel may be required.
- Other job-related duties may be necessary to carry out the responsibilities of this position.

Performance Expectations:

- Maintains a working knowledge of building security, HVAC, electrical, and other systems.
- Demonstrates accuracy and thoroughness and promotes this attribute to all employees.
- Performs all duties in compliance with CCU policies and procedures.
- Maintains a positive, professional appearance and attitude with members and co-workers.
- Develops and maintains positive working relationships with other employees; promotes teamwork concept.
- Maintains a neat workspace.
- Is punctual and reliable.
- Asks for help when necessary.

Knowledge, Skills, and Abilities:

- Ability to stand and walk for prolonged periods of time.
- Physically able to climb ladders, bend, or crawl into various spaces.
- Must be able to lift 50 pounds at a time.
- Thorough knowledge of general plumbing, electrical, and HVAC repair.
- Ability to read blueprints, building plans, and repair manuals.
- Ability to use hand tools and power tools.
- Ability to follow instructions.
- Excellent time management and problem-solving skills.
- Must have a valid driver's license.
- High school diploma or equivalent required.
- Related experience preferred.

Work Relationships and Scope: Reports directly to the Branch Manager. This position interacts periodically with all other staff, members & non-members.

Working Conditions: The work environment will vary regularly. Work is largely performed in a pleasant office environment with minimal chance of personal injury and moderate noise level. The position will periodically include working outdoors in various weather conditions and operating a variety of tools, equipment, and vehicles that may have a moderate chance for personal injury. The position will require daily operation of a motor vehicle. Work hours will normally be Monday through Friday from 7:00 AM – 4:00 PM. Weekends could be required as needed and hours may change depending on our needs or due to special projects, deadlines and other concerns. Use of a telephone, computer, and other basic office and financial institution equipment is also required.

Acknowledgment: This position description describes the general nature and level of work performed by the individual assigned to this position and should not be interpreted as all inclusive. It does not state or imply these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

Co-op Credit Union is an Equal Employment Opportunity (EEO) employer. It is the policy of Co-op Credit Union to provide equal employment opportunities to all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information.