



JOB DESCRIPTION: KA LA'I OLA VILLAGE Maintenance Technician

Position Classification:

Full Time, Salary/Non-Exempt

Position Reports to:

Maintenance Supervisor

About Pono Property Management

Pono Property Management is a firm that specializes in long-term property management across the Hawaiian Islands of O'ahu, Maui, Big Island, and Kaua'i. We understand that managing properties is more than just a business - it's a responsibility. That's why we approach each property with care, attention to detail, and a relentless pursuit of excellence. We leverage cutting-edge technologies, industry-leading practices, and data-driven insights to optimize efficiency, enhance transparency, and deliver premium results for our clients and renters.

About Ka La'i Ola Village

Ka La'i Ola Village is a designated site for Hawaii's Interim Housing Program (HIHP) and will provide interim housing for 450 households from August 2024 through August 2029 (or a maximum of five years) for individuals and families impacted by the Maui Wildfires. As such, this property will be made available for program participants who are still seeking permanent housing.

Summary:

The Maintenance Technician plays a key supporting role in Ka La'i Ola's on-site maintenance team. Working under the direction of the Maintenance Supervisor, this position helps ensure that maintenance requests are addressed efficiently and that the property remains clean, safe, and fully functional for all residents. The technician will be expected to assist with routine repairs, preventive maintenance tasks, vendor coordination, and emergency response when needed, all while upholding a high standard of service and teamwork.

Responsibilities:

- Assist in the timely execution and documentation of unit and common area maintenance and repair tasks.
- Use mobile and fixed computerized systems (e.g., Rent Manager) to receive work orders and record task completion under the direction of the Maintenance Supervisor.
- Support routine property maintenance and janitorial duties as assigned.
- Carry out assigned work orders efficiently, ensuring tasks are completed safely and to standard.
- Assist in routine property inspections to identify and report maintenance needs, safety concerns, or cleanliness issues.
- Support implementation of preventative maintenance schedules by completing basic tasks and logging activities.
- Perform basic repairs involving plumbing, electrical, HVAC, carpentry, painting, and other systems as appropriate for skill level.
- Assist with the setup, organization, and upkeep of maintenance tools, supplies, and equipment.
- Maintain the cleanliness and organization of the maintenance shop, storage areas, and other workspaces.

- Notify the Maintenance Supervisor of low stock or supply needs to support timely procurement.
- Assist in preparing vacant units for new program participants, including minor repairs, cleaning, and unit setup.
- Follow all safety procedures and company policies while performing work, and report any concerns immediately.
- Participate in semi-annual unit inspections, shadowing or supporting the Maintenance Supervisor.
- Provide on-site support to third-party vendors and contractors as directed.
- Respond to emergency maintenance issues, including participation in after-hours or weekend rotations as required.
- Maintain a courteous and professional demeanor when interacting with residents, staff, and vendors.
- Perform other related duties as assigned by the Maintenance Supervisor or management team.

Qualifications:

- Proven experience in general maintenance, facilities, or property management preferred.
- Basic knowledge of building systems including plumbing, electrical, HVAC, and appliance repair.
- Ability to safely operate hand tools, power tools, and other maintenance equipment.
- Reliable, hardworking, and detail-oriented; able to work independently and as part of a team.
- Effective communication and interpersonal skills with staff, vendors, and residents.
- Familiarity with or ability to learn property management software (e.g., Rent Manager).
- Valid Hawaii Driver's License preferred.
- Willingness to work flexible hours, including evenings, weekends, and holidays as needed.

Physical Requirements:

- Ability to stand, walk, and move throughout the property for extended periods (up to 8 hours per shift).
- Frequent bending, kneeling, crouching, and reaching to assist with repairs and maintenance tasks.
- Ability to safely lift, carry, push, or pull items weighing up to 50 pounds, with assistance as needed.
- Comfortable performing basic tasks at heights using ladders or step stools; may occasionally assist with rooftop or elevated work under supervision.
- Sufficient manual dexterity to use hand tools, power tools, and handle small parts.
- Willingness to work in a variety of outdoor and indoor environments, including hot, cold, humid, or rainy conditions.
- Adequate vision and hearing to perform maintenance duties and operate tools and equipment safely.
- Ability to use standard maintenance tools and equipment following safety guidelines.
- Must be able to respond to emergency maintenance needs, which may include participation in an after-hours or weekend on-call rotation.
- Physical stamina to carry out physically demanding tasks, including prolonged periods of walking, standing, and light-to-moderate lifting.

Work Environment:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot, or cold temperatures as well as hurricanes or tropical storms. The noise level in the work environment is moderate unless there is construction making the noise level high.