



Position: Community Service Technician (Part-Time)
Location: New Orleans, LA
Reports to: Opportunity Housing Service Manager

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About SBP

SBP, a leading social impact organization focused on disaster resilience and recovery, solves the challenges facing at-risk communities and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities, and streamline recovery. By taking this holistic approach, SBP shrinks the time between disaster and recovery in three connected ways—prepare, shape and build:

- 1. SBP prepares** individuals, communities, and organizations to mitigate risk and speed recovery.
- 2. SBP shapes** federal policy and system change and state and local disaster recovery programs to be more efficient and effective.
- 3. SBP builds** resilient communities efficiently and effectively and shares our proven model and approach with others.

Position Summary

The Service Technician maintains the physical condition and appearance of the site; and performs other “day-to-day” duties determined by the service manager that will take into consideration the Technician’s skills, experience, and career goals, and how they best fit into the operational needs of the property. Based upon property assignment, the Service Technician may be required to perform the duties of the Service Manager.

This is a **Part-Time** position. The hours per week will be between 20 – 28 hours. This person may be required to be on call, and those calls may occur outside of 9-5 business hours.

Essential Duties and Responsibilities:

- Provides service to residents in a prompt, courteous and professional manner and follows-up on service requests to assure the highest quality customer satisfaction
- Performs maintenance work for make-ready units as directed; service requests and repairs as directed; installs major appliances; all other tasks as assigned by the Service Manager, Community Manager or Director of Property Management.
- Cleans, inspects and maintains the physical appearance of the community, all common areas, grounds and building systems and corrects or reports deficiencies to supervisors
- Adheres to the company’s safety programs

Qualifications:

- High School Graduate or General Education Degree (GED) for consideration (Trade or Technical School preferred)
- 5 years or more experience will be considered in lieu of education
- Minimum of three (3) years related experience
- Knowledge of variety of skilled trades, including elements of construction/installation, uses, repair, and maintenance including: minor carpentry, minor plumbing, mechanical and electrical, household appliances, framing and finishing walls, doorways, roofs, and other elements of wooden structures, installing and repairing sinks, drains and toilets, inspecting, cleaning and lubricating mechanical parts of equipment and may do basic welding and metal work

- Passion – Enjoys the work that they do and demonstrates a pleasant demeanor on the job and shows desire for success
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police and FBI.
- Valid Driver’s license and reliable transportation
- Must be fully vaccinated against COVID-19 to CDC guidelines and able to provide vaccination documentation
- HVAC/Freon Recovery Certification required
- EPA Refrigerant Certification required

Hourly Pay Range: \$20 to \$23 per hour

SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.

SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.

It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.