

MIAMI CEREBRAL PALSY RESIDENTIAL SERVICES, INC.
Job Description & Employee Performance Evaluation

Name: \_\_\_\_\_

Original Date of Hire: \_\_\_\_\_
Month/Day/Year

Title: MAINTENANCE TECHNICIAN
Classification: Hourly-Non-Exempt

Annual Anniversary Date: \_\_\_\_\_
Month/Day/Year

PURPOSES OF THIS PERFORMANCE EVALUATION:

To take a personal inventory, to pin-point weaknesses and strengths and to outline and agree upon a practical improvement program. On an annual basis, these Evaluations will provide a history of development and progress.

INSTRUCTIONS:

- 1) The employee will use this form for self-evaluation (you will be describing yourself). Please use a "v" mark on each rating scale over the descriptive phrase which most nearly describes yourself. You may "v" more than one rating scale if appropriate to show range in description of yourself.
2) Supervisors will place an "X" mark on each rating scale, over the descriptive phrase which most nearly describes the person being rated. You may "X" more than one rating scale, if appropriate, to show a range in descriptions of the employee.
3) Carefully evaluate each of the qualities separately and use "Comments" as a means of clarification.
4) Two common mistakes for supervisors in rating are: (1) A tendency to rate nearly everyone as "average" on every trait instead of being more analytical in judgment. The rater should use the ends of the scale as well as the middle, and (2) the "Halo Effect", i.e., a tendency to rate the same individual "excellent" on every trait or "poor" on every trait based on the overall picture one has of the person being rated. However, each person has strong points and weak points, and these should be indicated on the rating scale.
5) Options: Supervisor and employee may complete evaluation together or separately and then compare ratings.

I. OVERALL EVALUATION OF INTERPERSONAL SKILLS AND ABILITIES:

Listed below are a number of Interpersonal skills & abilities that MCPRS feels are important for success:

A) INTERPERSONAL SKILLS is the polite attention, positive manner and compassion shown towards individuals we serve, families, other employees and the people you supervise.

Table with 5 columns: Discourteous and or impolite, Occasionally appears impolite or lacking interpersonal skills, Generally courteous and polite, Frequently demonstrates positive interactions, Always courteous and enthusiastic; excellent at establishing rapport in a positive & appropriate manner.

Comments: \_\_\_\_\_

B) COMPOSURE is the ability to tolerate pressure and to remain calm in crisis situations.

Table with 5 columns: Cannot tolerate pressure; becomes very nervous, Occasionally "blows up" under pressure; is easily irritated, Has average tolerance for crisis; usually remains calm, Tolerates most pressure; very good tolerance in crisis situations, Handles pressure effectively; enjoys solving crisis.

Comments: \_\_\_\_\_

C) DEPENDABILITY is the ability to do required jobs well, with minimum supervision and/or follow up.

Table with 5 columns: Requires close supervision; is unreliable, Sometimes requires close supervision, Usually takes care of necessary tasks & completes with reasonable promptness, Requires little or no supervision; generally is reliable, Requires absolute minimum supervision; is always reliable.

Comments: \_\_\_\_\_

D) **ADAPTABILITY** is the ability to understand instructions, to meet changing conditions and to solve new problem situations.

Requires repeated instruction, direction and explanation.

Requires more than average instructions and explanations.

Grasps instructions with average ability.

Usually quick to understand and learn.

Exceptionally keen, alert and creative.

Comments: \_\_\_\_\_

E) **NEATNESS/SAFETY** is the orderliness and cleanliness in which an individual keeps his/her work area and follows safe work practices.

Disorderly or untidy; creates hazards.

Some tendency to be careless, untidy and/or unsafe.

Ordinarily keeps work area fairly neat and safe.

Quite conscientious about neatness, safety and cleanliness.

Extremely neat, clean, orderly and insures safety of self and others.

Comments: \_\_\_\_\_

F) **INITIATIVE/MOTIVATION** is your personal commitment to go above and beyond your job duties.

Shows minimal interest or efforts towards job improvement.

Occasionally exhibits interest and efforts towards job improvement.

Generally attempts to improve performance.

Frequently performs above expectations.

Extremely dedicated to perform above expectations consistently.

Comments: \_\_\_\_\_

G) **COMMUNICATION** is the ability to give and receive information accurately.

Frequently secretive & evasive; does not initiate positive communication.

Frequent misunderstandings, resulting in communication breakdowns.

Gives & receives information satisfactorily.

Readily exchanges ideas & information; promotes accurate info transmission most of the time.

Effectively expresses & receives ideas promoting acceptance & action; consistently communicates ideas in a pro-active manner.

Comments: \_\_\_\_\_

H) **TEAM BUILDING** is the willingness to work with others, to make group decisions, to promote cooperation and group togetherness

Often acts alone; does not encourage team process/ideals.

Occasionally acts in a territorial manner preventing group cohesiveness.

Generally promotes group processes by seeking out all appropriate team members.

Willing and able to work with others to promote positive organizational growth.

Continuously supports and assists in team process/ideas.

Comments: \_\_\_\_\_

I) **TIME MANAGEMENT** is the ability to use available work time effectively, in order to complete tasks/assignments on schedule

Consistently does not complete work on time.

Inconsistently completed work on time.

Generally, completes work in an efficient & timely manner.

Effectively prioritizes & completes work in a timely basis.

Outstanding time management.

Comments: \_\_\_\_\_

Adapted from Form 102, VW Eimicke Association, Inc.

**II. SPECIFIC DUTIES & RESPONSIBILITIES**

**\*\*Key:** A = Always    O = Often  
 S = Sometimes    R = Rarely  
 NB = No Basis for Comment  
 (See page 8 for definitions)

Job Title: MAINTENANCE TECHNICIAN  
 Supervisor: Maintenance Supervisor  
 Dept/Div: Environmental Services Department/Dept 711  
 Classification: Hourly-Non-Exempt

Goals for Next Yr.	Duties & Responsibilities	Was it Accomplished ?		How was It Accomplished?				
		Yes	No	A	O	S	R	NB
	1. Responsible for complying with all state, federal and local rules, regulations, safety standards, laws and individuals Bill of Rights:							
	a. Follow policies and procedures to ensure all maintenance equipment and repairs work at top performance following codes, rules and regulations at all times.							
	2. Implements daily maintenance as follows:							
	a. Consistently perform routine maintenance and repairs on the facility and equipment to include plumbing, plastering, electrical, carpentry, mechanical, painting, etc., as directed, in accordance with established procedures.							
	b. Consistently maintain general plant and facility in good repair, ensuring a safe, clean and orderly environment.							
	c. Routinely check and replace burned out light bulbs, to include exit lights, overhead lights, fluorescent lights, room lights, outside lights, etc.							
	d. Perform unscheduled maintenance tasks as directed and in a timely manner.							
	e. Consistently ensure that maintenance schedules are followed as outlined for respective area.							
	3. Implements preventive maintenance as follows:							
	a. Test and inspect fire alarm in accordance with established policies and procedures. Send appropriate records of test results to the environmental services director.							
	b. Fill out daily worksheets to reflect all repairs and preventative maintenance completed on a daily basis.							
	c. Maintain the H.V.A.C. system in proper working condition as specified by the manufacturer.							
	d. Make recommendations to environmental services director and maintain appropriate records.							
	e. Consistently and routinely service heating and cooling units/systems, as specified by the manufacturer and in compliance with established policies and procedures.							
	f. Consistently ensure maintenance supplies have been replenished in work areas as necessary.							
	4. Equipment Tools:							
	a. Ensure all equipment is properly maintained in accordance with established policies and procedures.							
	b. Maintain appropriate records of repairs and parts replaced in equipment.							

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		Yes	No	A	O	S	R	NB
	c. When inspecting or providing maintenance on equipment, check system for loose wires, broken lines, loose belts, and to repair and replace as needed.							
	d. Maintain an adequate level of required supplies and parts for equipment.							
	e. Report equipment malfunctions or breakdowns to the environmental services director and administrator immediately.							
	f. Report all unsafe/hazardous conditions defective equipment etc, to the environmental services director and administrator immediately and intervene as applicable.							
	g. Consistently ensure that facility and equipment are properly maintained for the comfort, convenience and safety of the individuals we serve.							
	h. Consistently ensure that work/assignments areas are clean and equipment, tools, supplies, etc., are properly stored before leaving such areas on breaks, end of work day, etc.							
	<b>5. Implements safety/life safety regulations as follows:</b>							
	a. Receive and follow maintenance schedule/instructions from your supervisor and as outlined in our established maintenance policies and procedures.							
	b. Consistently follow all established safety procedures and precautions when performing maintenance service.							
	c. Consistently report all incidents/accidents no matter how minor, to the supervisor immediately.							
	d. Consistently keep your work area (s) free of hazardous conditions, i.e. grease/oil spills, excess supplies, equipment's, etc., to assure that all established safety rules and regulations are followed at all times.							
	e. Perform pest control operations as directed by the environmental services director.							
	f. Consistently follow established policies and procedures concerning infection control when performing maintenance services in all areas.							
	g. Be responsible for consistent implementation of Regularly Scheduled Monitoring of designated areas and locations and maintaining a record of observations with the express focus being fire safety. Communicate and disseminate information to supervisor and administrator on a timely manner.							
	h. Conduct a complete building evacuation on each shift per year.							

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Goals for Next Yr.	Duties & Responsibilities	Was it Accomplished?		How was It Accomplished?				
		Yes	No	A	O	S	R	NB
	i. Conduct and critique fire drills one per month and rotate to cover each shift per quarter.							
	j. Ability to identify class A-B-C fires.							
	k. Knowledge of escape routes, fire extinguishers, alarm pull stations.							
	l. Ability to extinguish a fire with a fire extinguisher and/or a fire bomb.							
	m. Conduct fire drills as directed by the environmental services director and maintain appropriate records. Conduct and critique fire drills.							
	6. Receives & gives appropriate training in order to demonstrate the skills and techniques necessary to follow-up in a timely manner with a corrective plan when problems are detected.							
	a. Keep up with current literature on life safety, equipment, keep current with field.							
	b. Attend and participate in in-service educational classes and on the job training programs.							
	c. Attend and participate in workshops, seminars, etc., as approved.							
	d. Train staff in fire safety procedures.							
	7. Responsible for departmental property management inventory as follows:							
	a. Performs formal inventory count at least annually on established days.							
	b. Responsible to ensure the proper identification tracking, tagging and documentation of maintenance equipment.							
	c. Maintain written records of expenditures and submit to the environmental services director.							
	8. Other Related Skills:							
	a. Assist in identifying problem areas in the department and ways for correcting them.							
	b. Other related duties and activities as may become necessary or as directed by the supervisor, department director, associate director and/or administrator.							
	9. Be on call and available during emergency situations (hurricane preparedness, disasters) and perform all duties as required.							
	10. Be on-call 24 hours a day, 7 days a week.							
	11. Will be on beeper and available on an as needed basis.							
	12. Actively encourage co-workers to address retention concerns proactively (i.e. suggesting they talk to supervisor, etc.).							
	13. Perform other related duties and activities as directed by the environmental services director.							

III. ATTENDANCE-You were absent \_\_\_\_\_ days this year. Comments: \_\_\_\_\_

TARDINESS- \_\_\_\_\_  
DRESS CODE COMPLIANCE- \_\_\_\_\_

IV. **OVERALL EVALUATION** in comparison with other employees with the same or similar length of service on this job and/or similar responsibilities/position within the agency. You may "X" several descriptions to indicate range in performance. (Completed by Supervisor)

Definitely      Making      Doing an      Above      Excellent.      Outstanding.  
unsatisfactory.      progress.      average job.      average.

V. **ACCOMPLISHMENTS/STRENGTHS/AREAS FOR IMPROVEMENT AND GOALS:**  
(Completed by Supervisor)

**ACCOMPLISHMENTS THIS PAST YEAR:**

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

**MAJOR STRONG POINTS ARE:**

1.
2.
3.
4.
5.

**AREAS TO BE IMPROVED UPON:**

1.
2.
3.
4.
5.

VI. **OVERALL COMMENTS** (Completed by Supervisor)

1.
2.
3.
4.
5.

**VII. COMMENTS RE: STATUS OF LAST YEAR'S GOALS & AREAS TO BE IMPROVED UPON AND SUGGESTIONS TO IMPROVE AGENCY, DEPARTMENT OR SUPERVISOR:** (Completed by supervisor)

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**VIII. SUGGESTIONS TO IMPROVE AGENCY/DEPARTMENT AND/OR SUPERVISOR:**  
(To be completed by employee)

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**IX. Are you interested in a promotional job opportunity with MCPRS, Inc.?** Yes \_\_\_\_\_ No \_\_\_\_\_  
(To be completed by employee)

If yes ,what position? \_\_\_\_\_

**SUPERVISOR' S COMMENTS:** \_\_\_\_\_

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**X. The Base Salary of your position is reviewed annually by MCPRS, INC. We are committed to increasing base salaries if we have available resources.**

Miami Cerebral Palsy's goal is to provide all employees with an annual cost of living increase at the end of each year's employment. The annual increase is based upon available financial resources. (See Status Change Form)

**XI. QUALIFICATIONS:** (Education/Experience/Licenses/Personal Characteristics) Classification: Hourly-Non Exempt

1. Must possess as a minimum a High School diploma.
2. Must have a minimum of 3 years experience in maintenance or related field.
3. Working knowledge of H.V.A.C. system, plumbing, electrical and carpentry work.
4. General knowledge in fire and life safety equipment.
5. A/C certified or technical training preferred.
6. Must be able to read, write and speak the English language.
7. Possess the ability to deal tactfully with personnel, clients, visitors and the general public.
8. Be of good moral character.
9. Must be knowledgeable of safe maintenance practices, procedures, safety regulations and guidelines.
10. Ability to work harmoniously with other personnel.
11. Ability to minimize waste of supplies, misuses of equipment, etc.
12. Possess the ability to seek out new methods and principles and be willing to incorporate them into existing maintenance practices.
13. Be able to follow written and oral instructions.
14. Must have a current valid driver's license, or an excellent and clear driving record.
15. Ability to lift 50lbs.
16. Reliable transportation with appropriate license and insurance coverage for driver.
17. Private telephone to ensure appropriate communication.

**XII. JOB DESCRIPTION COMMITMENT:**

- A. I have read and am fully aware of all the responsibilities indicated in this position description, and I acknowledge the fact that I will be held accountable for insuring that all duties are carried out as deemed appropriate. The job description reflects the general details considered necessary to describe the principal functions of the job. It shall not be construed as a complete description of all the work requirements that may be inherent to the job.
- B. As an employee of Miami Cerebral Palsy, I understand that I am required to report to work (before, during and/or after) a period of civil unrest or natural disaster in accordance with the agency emergency procedures and as established by legislative laws governing MCPRS employees.
- C. As an employee of Miami Cerebral Palsy, I am aware of and committed to a Drug Free Workplace.
- D. As an employee of Miami Cerebral Palsy, I understand I am required to comply with all safety and health related policies.

**XIII. SIGNATURES: Sign and Date at review meeting.**

\_\_\_\_\_  
Employee Date

\_\_\_\_\_  
Immediate Supervisor Date  
Maintenance Supervisor

\_\_\_\_\_  
Director of Physical Plant Operation Date

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**Key Definitions -**

**Always** - at all times      **Often** - many times      **Sometimes** - at times; now & then      **Rarely** - not often; seldom

**No Basis for Comment** - you were unable to observe this duty or the individual did not have an opportunity to accomplish task.