Hospital Hospitality House
of Southwest Michigan

JOB DESCRIPTION

Job Title: Maintenance Technician
Reports To: Operations Manager
Hours: Part-Time: 5-8 hours per week scheduled plus On-Call
Wage: $22.00 per hour, non-exempt

Who We Are
Hospital Hospitality House of Southwest Michigan (HHH) is a private, nonprofit organization whose mission is "to make it easier for families to support their loved one receiving medical care by providing a homelike, comforting place to stay." Supportive and compassionate lodging is provided to family members of hospitalized and ambulatory patients in need. HHH operates two modern facilities (houses) in Kalamazoo, totaling 14 guest rooms: 828 South Burdick Street, near Bronson Methodist Hospital, and 1800 Henson Avenue, near Beacon Kalamazoo (formerly Ascension Borgess Hospital). To learn more about the mission of HHH, go to www.hhhkz.org

Job Summary
We are seeking a reliable, skilled, and detail-oriented Part-Time/On-Call Maintenance Technician to help maintain our facilities and properties in top-tier condition. In this role, you will perform a wide variety of general repair, preventative maintenance, and troubleshooting tasks. The ideal candidate has strong hands-on skills in general building maintenance, a proactive attitude, and the flexibility to respond to on-call and scheduled part-time needs.

PRIMARY DUTIES AND RESPONSIBILITIES

- **General Maintenance & Repairs:** Perform routine property upkeep, including minor plumbing, basic electrical repairs (e.g., changing fixtures, outlets, and lightbulbs), drywall repair, painting, light carpentry, hardware or equipment adjustments. Outside responsibilities include lawn care, basic landscaping, snow removal, and light repairs.
- **Preventative Maintenance:** Conduct regular inspections of building systems, equipment, and structural components to identify and resolve issues before they become major problems.
- **On-Call Response:** Respond promptly to urgent or emergency maintenance requests during designated on-call shifts.
- **Troubleshooting & Problem Solving:** Diagnose issues with appliances, doors, windows, locks, and fixtures, determining whether an in-house fix is possible or if an external contractor or vendor is required.
- **Documentation & Safety:** Keep accurate records of completed maintenance tasks, report safety hazards immediately, and ensure all work complies with local building codes and safety regulations.
- **Workspace Upkeep:** Maintain a clean, organized, and safe workshop/storage area and properly care for company tools and equipment.

- **Interrelationships:** Serve as the primary liaison with external vendors and contractors; coordinate, schedule, and track annual inspections and preventive maintenance activities; orient and oversee volunteers who sign up for maintenance projects and tasks.

QUALIFICATIONS & SKILLS

- **Experience:** Minimum of 2–3 years of verifiable experience in general maintenance, handyman work, or commercial/residential property repair.
- **Technical Skills:** Proficiency in using hand and power tools, measuring devices, and diagnostic equipment. Working knowledge of basic plumbing, electrical, and carpentry practices.
- **Problem-Solving Ability:** Strong troubleshooting skills with a resourceful approach to fixing unexpected issues independently.
- **Communication:** Clear verbal and written communication skills, with the ability to document work orders and coordinate with staff or management.
- **Reliability & Flexibility:** Dependable work ethic with the flexibility to manage a part-time schedule and handle on-call responsibilities.
- **Physical Requirements:** Ability to stand, bend, kneel, climb ladders, and lift heavy objects (up to 50 pounds) safely.
- **Valid Driver's License:** A clean driving record and reliable transportation to travel between properties, run errands, and pick up materials as needed.

WORK ENVIRONMENT

- This job takes place inside and outside a hotel-like environment that provides a temporary home for hospital patients and/or their caregivers. The facilities are clean, well-lit, and temperature controlled.
- The noise level is usually quiet to moderate. Given the nature of medical crises, guests may sometimes be stressed and emotional. The workplace culture emphasizes the core values of HHH: Integrity, Respect, Compassion, Collaboration, and Hospitality. These values drive teamwork, fun, flexibility, positive energy, and a commitment to exceptional guest service.

Note: Reasonable accommodations will be provided to enable individuals with disabilities to perform the essential functions of this job, if those accommodations do not pose an undue hardship to the organization. Applicants and employees should submit requests for accommodations to the Executive Director.

To apply for this position, please send a cover letter and brief resume to office@hhhkz.org