

Maintenance Technician

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA 01505 508-869-6111

Direct Manager:	Facilities Director		
Department/Group:	Facilities	Job Category:	Permanent, full-time
Rate	22.50 – 24.00 /hr	Apply at:	https://bit.ly/nebg-jobs
Location:	Boylston MA	Travel Required:	Local, occasional

Position Overview

This position provides critical support to all areas of NEBG at Tower Hill with duties including building and grounds maintenance, back-up to custodial function when required and other duties as assigned. NEBG at Tower Hill has an inclusive, team-oriented staff dedicated to supporting our living museum.

The Maintenance Technician is expected to carry out the responsibilities of the job in ways that support NEBG's mission and its commitment to creating a diverse and welcoming organization.

- Being welcoming to all staff and the public
- Be respectful of staff differences and preferences
- Use gender neutral communication styles
- Respect everyone's pronouns

Responsibilities

- Using tools and equipment provided, perform repairs as assigned by Facilities Manager, including light electrical, plumbing, mechanical, HVAC and carpentry.
- Performs routine maintenance to building and equipment in accordance with pre-determined schedule or assignment by Facilities Manager.
- Exterior or interior painting or staining of walls, trim, doors, furniture or structures.
- Supports snow removal operations under the direction of the Facilities Manager and/or Director of Horticulture. Tasks may include but are not limited to plowing (with appropriate experience and license), shoveling snow, operating a snowblower and applying ice melt as needed.
- Notification to Facilities Manager when required repairs are too technical to complete by in-house staff. When the manager is not available, notify CFOO and/or contact vendor for completion.
- Responds to staff requests for maintenance or repairs, prioritizing safety issues first.
- When applicable, provide help or guidance to outside vendors.
- In the event of staffing issues, help or perform custodial duties such as cleaning or setups.
- Will share on-call after-hours responsibilities on a rotating basis.
- Performing other duties as assigned.

Collaboration and Interpersonal Relations

- Willingly and cheerfully integrates work of facilities department with the efforts of other departments.
- Perform duties in a manner consistent with a public garden serving members and guests, and in accordance with directed practices and procedures.

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Benefits and Schedule

The Maintenance Technician position is a full-time, hourly position with benefits. The Technician receive employer-paid life and disability coverage. This position is also eligible for health, dental, retirement, and other benefits. The standard work schedule for this position is **Tuesday through Saturday 9am-5:30pm**. However, at times, the technician will need to be flexible with this schedule based on the needs of the event calendar.

Education and Experience

- High School diploma or equivalent
- 2-3 years proven work experience in a maintenance or facility support position
- Experience working with the public, customer service
- Strong work ethic

Physical Demands / Working Conditions:

- Must be able to lift 50 pounds repeatedly.
- Must be able to work indoors and outdoors in all seasonal extremes.
- Must be able to bend, squat, kneel, stand, and walk for extended periods of time.
- Must be able to work with appropriate tools and machinery.
- Must be able to effectively use standard office technology including telephones and computers, and Microsoft Office software including Outlook, Word, and Teams.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.

Safety

- Works with an awareness of surroundings and vigilant to any possible threat to the safety of staff and the public, or to NEBG property.
- Ensure all concerns are reported promptly.
- Reports all accidents and injuries immediately to an immediate supervisor and/or Chief Financial & Operations Officer, or designee.
- Complies with provisions of the current Employee Handbook, all published personnel policies, and the requirements of the job description.

In addition to being an Equal Opportunity Employer, New England Botanic Garden at Tower Hill fosters an inclusive workplace that values each member of our team. We aspire to reflect and serve our visitors as well as the communities of Worcester County, Massachusetts, and New England.