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:**	• Non-exempt • Full-time • Benefits eligible
Location:	Boylston MA	**Travel Required:**	Local, occasional
Rate:	$23.00 -$25.00 per hour	**Apply:**	https://bit.ly/nebg-jobs

Position Overview

Be the behind-the-scenes support that keeps New England Botanic Garden at Tower Hill beautiful, safe, and ready for visitors. In this hands-on role, you'll support our organization, from maintaining our buildings and grounds to setting up and breaking down events, back- up to our custodial function and other duties as needed. At NEBG, we connect people with plants, foster environmental stewardship, and create meaningful experiences that inspire our community through horticulture, education, and nature.

Our Culture

- Be part of an exceptional, respectful, and inclusive workplace culture that values both high performance and work-life balance.
- Be welcoming to all staff and the public and respectful of staff differences and preferences.
- Work for an organization deeply committed to diversity, equity, inclusion, and accessibility (IDEA).
- Explore opportunities to attend IDEA workshops and initiatives that foster a culture of belonging.
- Your well-being matters here. Enjoy comprehensive benefits, retirement savings options, generous paid time off, and holidays.

Responsibilities

- Use the tools and equipment we provide to handle repairs assigned by the Facilities Manager, including light electrical, plumbing, mechanical, HVAC, and carpentry.
- Carry out routine building and equipment maintenance on a set schedule or as assigned by the Facilities Manager.
- Paint or stain interior and exterior walls, trim, doors, furniture, and structures.
- Support snow removal under the direction of the Facilities Manager and/or Director of Horticulture. Tasks may include shoveling, running a snowblower, applying ice melt, and plowing (with the right experience and license).
- Notify Facilities Manager when required repairs are too technical to complete by in-house staff. When the manager is not available, notify COO and/or contact vendor for completion.
- Respond to maintenance and repair requests, always putting safety issues first.
- When applicable, provide help or guidance to outside vendors.
- Understand, interpret and execute written and electronic work orders.
- Handle pre-event set up and post-event breakdown and clean up. Deliver portable equipment: tables, chairs, audio visual equipment, stations, pedestals, etc.

- Use provided computers to communicate clearly with other departments about setup requirements, work orders, and electronic correspondence.
- In the event of staffing issues, help or perform custodial duties such as cleaning or setups.
- Take part in a rotating after-hours on-call schedule.
- Stay aware of your surroundings, watch for anything that could threaten the safety of staff, the public, or NEBG, and report concerns promptly.
- Comply with provisions of the current Employee Handbook, all published personnel policies and job description requirements.
- Other duties as assigned.

Schedule

The standard work schedule for this position is **Sunday-Thursday**. However, at times, the technician will need to be flexible with this schedule based on the needs of the event calendar.

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.

Qualifications

- 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
- Time management skills
- Must have reliable transportation
- Must be legally authorized to work in the United States.
- Must authorize a criminal background check