



U-Fix-It Clerk Job Description

JL PROPERTIES, INC.
REAL ESTATE DEVELOPMENT & MANAGEMENT

Job Description: U-Fix-It Clerk		Position Type: Hourly Wage	
Department: Logistics		Classification: Non-exempt/ Bargaining Unit	
Location: Anchorage/JBER	Schedule: 40 hours/week	Travel Required: N/A	Revision Date: 2018

Job Summary:

Aurora Military Housing, a leader in the real estate development, construction and property management industry, is committed to providing America's military families with the quality homes and neighborhoods they deserve. We recognize the commitment military families make to our country and respond by providing comfortable homes in friendly neighborhoods.

Employees occupying this classification perform a variety of general administrative functions. The U-Fix-It Clerk is responsible for maintaining accurate U-Fix-It inventory, scheduling appointments, providing daily customer support to residents, as well as providing accurate memos and reports to management.

Distinguishing Characteristics:

The U-Fix-It Clerk performs a variety of property management and administrative functions for Aurora Military Housing. He/She often has direct contact with potential tenants, resident tenants, vendors and the Military, and as such, must have a pleasant demeanor, possess strong people skills and the ability work well with people from diverse social and economic backgrounds. He/She is to conduct business in a manner that attracts and retains residents by performing the general duties and specific duties, as well as any other duties as assigned. This is a bargaining unit position.

This position is responsible for various duties relating to customer service and inventory management, including data entry, auditing, scheduling, as well as communicating with, assisting, and educating residents.

Job Duties and Essential Functions:

- Provide a positive customer experience for all customers (callers, visitors, and online inquiries), greeting and engaging residents in a professional, respectful, and helpful manner. Provide timely follow up to all residents, ensuring consistent communications.
- Maintain and sets up blind cleaner. Instruct residents on proper use.
- Perform administrative duties to include but not limited to answering telephones, filing, scanning, emailing, and reproducing copies.
- Receive and stock items, occasionally operating a forklift or pallet jack.
- Distribute and track seasonal products (i.e. fertilizer, lime, grass seed, hose bib covers, ice melt, etc.).
- Maintain, distribute, and track rentable tools (including black lights, carpet shampooer, yard tools, etc.) ensuring all tools are safe, operational and clean upon distribution to residents.
- Distribute and track U-Fix-It supplies and equipment to residents.
- Perform substantial amount of data entry in the computer to include but not be limited to inputting inventory changes, creating and updating appointments, inputting memos documenting interactions or assistance provided.
- Instruct residents on safe and proper usage of supplies and equipment provided by U-Fix-It.
- Maintain and distribute MSDS sheets for all cleaning supplies and chemicals used or distributed by U-Fix-It.
- Communicate openly and proactively with warehouse team to ensure non-inventory items remain well stocked.
- Maintain work areas in clean, organized, and safe condition, ensuring all inventory is well stocked and all overstock is accounted for.
- Occasionally assist in custodial work, including sweeping, mopping, vacuuming, emptying trash, cleaning windows, etc. in common areas, residential units and in other work areas.

- Perform frequent audits of inventory.
- Educate and train residents on proper homecare; provides demonstrations and consultation.
- Ensure proper use of any PPE necessary for U-Fix-It staff and residents.
- Assist other company departments as scheduled or requested.
- Direct customer requests to appropriate staff member or resource.
- May be required to cover work hours that are in addition to normally scheduled work.
- Participate in work-safety programs.
- Perform other related duties as assigned by the direct supervisor and/or Management.

Minimum Qualifications:

- High School diploma or equivalent
- Valid Alaska Driver’s License
- Ability to be insured by company’s auto insurance
- Six months general customer service experience
- Knowledge of basic mathematics, writing and reading comprehension skills
- Must possess excellent computer software skills, including Windows, Excel, Word, Outlook and web-based programs
- Experience in warehouse, or with stock/inventory management is highly desirable
- General knowledge of basic home maintenance and grounds care is highly desirable
- Ability to understand and execute oral and written instructions
- Ability to work independently and willingness to learn

Tools and Equipment Used:

Motor vehicles, telephones, computers, photocopiers, facsimile machines, blind cleaning machine, black lights, carpet cleaners, lawn equipment, tablets, forklift, hand trucks, pallet jacks, and scanners.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to walk. The employee is occasionally required to stand; sit; use hands to finger, handle, or feel objects, equipment, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
- The employee needs to be able to frequently stand, bend, sit, walk and handle the use of office equipment.
- The employee will work with and distribute general cleaning supplies and chemicals.
- The employee may frequently need to lift, push and or pull up to 50 pounds.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The employee is required to work inside, and outside in all weather conditions.
- Work is performed at various locations within the properties managed by JL Properties, Inc., and owned by Aurora Military Housing, LLC, Aurora Military Housing II, LLC, and Aurora Military Housing III, LLC at Joint Base Elmendorf-Richardson, Alaska.

Supervision Received:

The U-Fix-It Clerk must possess the capability to work independently, under supervision of the direct supervisor and/or Management. This position reports directly to the Logistics Manager.

Supervision Exercised:

This is not a normal responsibility of this class, although direction and guidance is exercised over contract service providers and other personnel on specific projects.