



CAMT One-Day Job Shadow

A Job Shadow is recommended for a CAMT candidate who is new to the Multifamily Maintenance Field. This would best occur under direct supervision of the Property Manager and Maintenance Supervisor. At no time should the CAMT candidate be allowed to perform any tasks without direct supervision. A lack of supervision could place the apartment community, staff and residents at risk of damage and legal liability.

Inform CAMT candidates that they should be dressed neatly and be well-groomed for their Job Shadow experience. **They have only one opportunity to make a positive first impression!** Slacks with a golf shirt or collared shirt and work shoes or casual shoes (no sneakers) are recommended.

The outline below should be used as a guideline and adjusted to the meet the maintenance needs of the property on the day of the Job Shadow.

- Introductions (start of day)
 - Property tour
 - Staff overview
 - Team members
 - Job responsibility of each team member
 - Methods of communication among team members
- Overview of the day
 - Schedule
 - Breaks
 - Lunch
- Safety review
 - MSDS Sheets
 - Personal Protective Equipment (PPE)
 - Safety expectations on the job
 - Emergency procedure review
- Curb appeal
 - Signage
 - Walk the property
 - Remove trash
 - Check lighting
 - Check landscaping and sprinklers
 - Walk the path that prospective residents walk
 - Amenities
 - Swimming pool inspection
 - Check club room, exercise room, business center, laundry room, etc.
- Preventative Maintenance
 - Filter changes
 - Blow breezeways
 - Pressure wash common areas
 - Common area needs:
 - Lubricate gates
 - Clean dryer vents
 - Inspect Fitness Room equipment

- Clean HVAC condensing units
 - Vacuum Swimming pool
- Apartment Make-ready
 - Process overview
 - Review Make-ready documentation
 - Review scheduling
 - Make- ready inspections
 - Inspect ready apartments and model apartments
 - Inspect recent move-outs
 - Perform Make-ready maintenance
 - Inspect unit
 - Source needed supplies
 - Perform repairs as needed
- Accompany Maintenance team member on various service requests
 - Follow procedure for entering a vacant apartment
 - Key check out
 - Door knock- announcements and entry
 - Assist as needed
- End of Day Q & A