



Online CAMT Soft Skills Training Outline: A Day in the Life of a Maintenance Technician

Note: Module 1 (“Welcome to the Industry”) must be taken first, and Module 10 (“Wrap Up”) must be taken after all other modules have been completed. Other modules may be taken in any order, and any module may be repeated at any time.

Module	Estimated Time
Welcome to the Industry <ul style="list-style-type: none"> • Video: A Day in the Life of a Maintenance Technician • Welcome to the Industry • What It Means to Be an Apartment Maintenance Technician • What It Takes to Be a Successful Apartment Maintenance Technician • The Language of Business 	15 minutes
Customer Service <ul style="list-style-type: none"> • Video: A Look at Customer Service • The Importance of Customer Service • Communication with Residents and Visitors • Listening Skills • Service Etiquette • Difficult and Upset Residents • Treating Residents Fairly and Equally • Activity: Who’s Next 	20 minutes
Teamwork <ul style="list-style-type: none"> • Video: Being a Part of the Team • Introduction to Teamwork • Who’s Who in the Apartment Community • Communication with Team Members • Business Etiquette and Values • Activity: You Never Know Who’s Listening 	12 minutes
Time & Project Management <ul style="list-style-type: none"> • Video: A Juggling Act • Introduction to Time & Project Management • Time Management Principles and Tips • Project Management Principles and Tips • Project Communication • Scope Creep • Communication with Vendors and Contractors • Activity: A Visit from the Manager 	12 minutes
Money Matters <ul style="list-style-type: none"> • Making Money by Saving Money 	16 minutes

<ul style="list-style-type: none"> • Your Role in Saving Money • The Money Waterfall • Budgeting and Planning • Purchasing • Working with Vendors • Activity: Budget Planning 	
<p>Documentation & Paperwork</p> <ul style="list-style-type: none"> • Video: If It Isn't Written Down... • The Importance of Documentation and Paperwork • Required Books and Logs • Timesheets • Purchase Orders • Documentation Principles and Tips • Activity: Done! 	10 minutes
<p>Maintenance & Emergencies</p> <ul style="list-style-type: none"> • Video: Hero at Work • Maintenance Activities • Routine Maintenance • Requested Maintenance • Preventive Maintenance • Make-Ready Maintenance • Scheduled Replacements • Unscheduled Replacements • Emergencies • Activity: Balancing Act 	15 minutes
<p>Safety First</p> <ul style="list-style-type: none"> • Video: You Never Know • Keeping Everyone Safe • Protecting Against Workplace Hazards • Potentially Hazardous Materials • Physical Hazards • Safety in Emergency Situations • A Note about Personal Safety • Activity: The Switch Is On 	20 minutes
<p>Compliance</p> <ul style="list-style-type: none"> • Video: Following the Rules • Knowing and Complying with Rules and Regulations • Fair Housing Laws • Environmental Regulations • Building Codes, Permits and Licenses • Activity: Too Darn Hot 	15 minutes
Wrap Up	1 minute
Approximate TOTAL:	2 hours, 20 minutes



Online CAMT Soft Skills Training Module Descriptions

A Day in the Life of a Maintenance Technician

Welcome to the Industry – This course starts with a video introducing “Alex,” an experienced maintenance technician, as he demonstrates and describes key activities from a typical day on the job. The video provides novice maintenance technicians with an overview of the type of work they will be doing and gives even the most experienced maintenance technicians information they can relate to their job performance. This module provides best practices, tips and techniques for how to behave, dress, and speak on the job. Finally, the module provides an overall context for the remaining content and offers a reminder that non-technical skills serve a practical purpose and can be applied directly on the job.

Customer Service—This module explains the benefits of customer service to residents, visitors, team members, and the community, as well as to the maintenance technician. The module begins with a video of Alex performing a typical maintenance activity. Here, he shows how good customer service can turn an angry resident into a satisfied one. The module explains the importance of customer service to provide the context and motivation for the rest of the module. Students learn communication and service etiquette skills as the basis for providing good customer service, and then explore more complex topics such as handling upset customers and Fair Housing laws. The module ends with an activity in which students observe a maintenance technician handling a tricky customer service issue. Students rate the technician’s performance and then compare their ratings to expert ratings.

Teamwork—This module emphasizes the importance of working with other team members to achieve the same goal. Alex kicks off the module with a video showing good teamwork between himself and a leasing professional. The module continues with an overview of teamwork and an explanation of the different roles that people play in a community. It ties into the customer service topics of communication and etiquette, but this time with a focus on working with team members instead of customers. The module wraps up with an activity in which students watch and rate a technician who tries to recover from a tricky situation with a fellow team member.

Time & Project Management—This module prepares students for the daily juggling act they face on the job: how to balance long-term projects with day-to-day maintenance and emergencies, and get everything done in a timely manner. Students see Alex skillfully balance competing demands, and then get an overview of time management and project management concepts. They learn practical tips that they can apply on the job, and then dive into the topics of communication and scope creep. Finally, they complete an activity in which they watch and rate a maintenance technician who struggles in her efforts to get everything done on time.



Money Matters—Maintenance technicians frequently think that they have nothing to do with the financial health of their community. The module begins with a video of Alex demonstrating activities that will save his community money. This example helps students understand financial concepts specific to apartment communities and realize the positive effect that they can have on their own community. Students learn practical information about budgeting, planning, purchasing, and working with vendors. At the end of the module, they watch and rate a maintenance technician as she makes recommendations to help her community's bottom line.

Documentation & Paperwork—Paperwork isn't anyone's favorite part of the job, but we all have to do it. This module helps by giving students practical information about what documentation needs to be completed and how to do it effectively and efficiently, as well as by providing the context for why documentation is important. First, students see how good documentation and record keeping help Alex out on the job. Then they review information on required documentation, including books and logs, timesheets, and purchase orders. Students get tips that they can start applying to the job immediately. The module wraps up with an activity in which students rate a maintenance technician's documentation.

Maintenance & Emergencies—This module explores the wide range of activities that a maintenance technician performs on the job. In the video, Alex shows how his performance makes a real difference to the quality of life and even the safety of the residents in his community. Students then take an in-depth look at various activities, including different types of maintenance, replacements and repairs, and emergencies. Students end the module with an activity in which they rate how well a maintenance technician balances everyday tasks with potential emergencies.

Safety First—Safety plays two key roles in the job of maintenance technicians: they must keep the property safe for everyone who lives in, works at, and visits the community; and they must keep themselves safe in potentially dangerous situations. Alex starts the module off by demonstrating both aspects of safety: he prevents a dangerous situation for his residents while taking care to perform the job using proper safety equipment and techniques. Students gain an understanding of the importance of safety, and then learn specifics for staying safe around common workplace dangers such as hazardous materials and physical hazards. They learn how to stay safe and keep others safe in emergency situations, and how to stay out of situations that may risk their own personal safety. Finally, students watch and rate a maintenance technician as he performs a risky repair of his own.

Compliance—Maintenance technicians follow a lot of rules on the job. They must comply with documentation requirements, Fair Housing Laws, environmental regulations, and building codes, permits and licenses. This module provides an understanding of why these regulations exist and demonstrate why it is important to adhere to all rules and regulations. Students walk through different types of regulations and laws to gain a more in-depth understanding of their application to the technician's work. At the end of the module, students rate a maintenance technician in a situation where he faces multiple compliance challenges.



Wrap Up—The course wraps up with Alex heading home at the end of his day. In the video, he reminds students of the importance of “soft”, or non-technical, skills and congratulates them for finishing the course.