



Candidate Frequently Asked Questions

What is the Apartment Maintenance Apprenticeship Program?

The Maintenance Apprenticeship Program (MAP) is a six-week program that is designed to train aspiring maintenance professionals (with little or no experience) for a career in the apartment industry. This program consists of in-class instruction at Emily Griffith Technical College and paid on-site training (apprenticeship). Both parts work simultaneously over a six-week period to prepare the student for a career in maintenance.

Is a job guaranteed at the completion of the program?

No. Just like any paid internship, the job opportunity depends on the effort you put in. For example, if you are engaged, ask questions, get along with the maintenance team and show great customer service skills during the program, then it will be more likely that you will receive a job offer. If the opposite is conducted, you may risk getting removed from the program.

Does this program provide any certifications?

No. Because this program is a short entry-level program, you will not receive a certification. However, you will be eligible to take the Certified for Apartment Maintenance Technicians (CAMT) exam at no cost to you after completing MAP and one year working in the industry. The exam typically costs \$1,000. The Apartment Association will pay the fee as another way to encourage you to grow in this career. There are also other certifications that maintenance professionals can earn throughout their career, such as Certified Pool Operator (CPO).

How much does this program cost?

You may be qualified for paid tuition! Emily Griffith's fee for the class is \$700. If you get accepted into the program with paid tuition and later decide to drop out or get dismissed from the program, you will be responsible for paying the remaining tuition to the Apartment Association of Metro Denver.

What is the average salary range for apartment maintenance professionals?

The base salary varies by apartment management company and the number of apartment units at the property. The salary also depends on the certifications the person has earned. Below are salary averages per the 2017 Compensation Report, a report conducted by the Apartment Association of Metro Denver.

- Groundskeeper: \$29,532
- Maintenance Technician: \$37,964
- Maintenance Supervisor: \$58,618
- Regional Maintenance Supervisor: \$60,000 +

Who is the ideal candidate for this program?

The ideal candidate:

- Is serious and ready to start a new career in the apartment industry
- Loves working with their hands
- Has great customer service skills
- Enjoys working in a team environment
- Will prioritize this program while enrolled
- Has a positive attitude

What are qualities of a successful maintenance professional?

- **Technical Skills:** Ability to use power tools and other maintenance equipment
- **Communication:** Writing and speaking skills to provide written follow-up on maintenance requests and to explain the status of maintenance requests to residents (maintenance staff do not run around with keys)
- **Prioritization:** Ability to identify the maintenance requests that require an immediate or emergency response, complete routine maintenance requests in the order in which they were submitted and perform preventive maintenance
- **Friendliness:** Ability to greet residents and prospective residents and make them feel that they are a part of welcoming and friendly community
- **Caring:** Understanding how maintenance issues can create inconvenience for residents
- **Ownership:** Taking responsibility and having pride in your work
- **Self-Motivation:** Ability to work, troubleshoot, and problem-solve independently
- **Timeliness:** Showing up on time and ready to work

Application Process

What is the application process?

1. Apply online
2. If you meet the program qualifications, a representative from the Apartment Association of Metro Denver will give you a call to review the program in more detail, learn about your current and past employment and answer any questions about the program
3. Participate in an interview (in-person)
4. Meet with program staffing agency to fill out paperwork (in-person)
5. Attend student MAP orientation (in-person)

How old do I have to be to participate in MAP?

You must be 18 years or older when applying to participate in MAP.

What are the program requirements to apply?

- You must:
 - Be authorized to work in the U.S.
 - Be at least 18 years old
 - Have a valid driver's license with proof of insurance
 - Pass a background check before beginning the program
 - The background check will search for felonies or misdemeanors against people or property within the past seven years. This includes burglary or assault
 - Commit to attending class from 8a.m. to 5p.m. on Fridays during the six-week program
 - Classes take place at the Emily Griffith Neighborhood Training Center located at 3600 E. 46th Ave, Denver, CO 80216
 - Have a good understanding of the English language as the class and apprenticeship training is taught in English
 - Commit to working at least 16 hours per week Monday through Thursday between the hours of 8 a.m. and 5 p.m. for the apprenticeship during the six-week program (work hours will vary depending on the needs of the apartment community)
 - Students will be assigned to a participating apartment community that is closest to their residence for the apprenticeship on first-come, first-served basis
 - Tools: It is highly recommended for students to have/own the following tools to begin the program:
 - 25 ft. tape measure, box cutter, 20 oz. hammer, screwdrivers (flat and Phillips), 11-in-1 screwdriver, drywall saw, Carpenter's square, scraper, pliers and cordless drill
 - Have a working email that is checked daily

Will I need to take a drug test to participate in the program?

No. A drug test is not required for program participation; however, if and upon getting hired at a property at the completion of the six-week program, a drug test will be required.

In-Class Training

What is the class schedule?

You are required to attend class every Friday during the program from 8a.m.-5p.m.

Where is the class located?

Emily Griffith's Neighborhood Training Center - 3600 E 46th Ave, Denver, CO 80216

What topics will be covered in class?

Students will learn interior/exterior repair, HVAC, plumbing, appliance repair, electrical, and much more. Also, students will learn apartment industry soft skills, such as customer service, etc.

Do I need tools for class (or my apprenticeship)?

It is *highly recommended* for students to borrow/own the following tools to begin the program:

- 25 ft. tape measure
- Box cutter
- 20 oz. hammer
- Screwdrivers (flat and Phillips)
- 11-in-1 screwdriver
- A drywall saw
- A carpenter's square
- A scraper
- Pliers
- Cordless drill

Will I have to take tests in class?

No. This class is lecture-based class with hands-on training components. It is recommended that students take notes during class for future reference.

Apprenticeship

What are the maximum hours I can work during my apprenticeship?

The maximum hours you can work during the apprenticeship is 32 hours per week. 16 hours per week is the minimum and required working hours for the program. All working hours occur between Mondays and Thursdays, considering you are required to attend class on Fridays. This program is not available on the weekends.

How much will I get paid during my apprenticeship?

You will get paid \$13.00 per hour during their apprenticeship.

How is my apprenticeship location determined?

The Apartment Association of Metro Denver's goal is to place you at an apprenticeship that is closest to your residence; however, it does not always work that way depending upon the apprenticeship location options available.

What types of tasks will I be doing during the apprenticeship?

You will perform maintenance duties necessary to maintain and enhance the value of the property including:

- Assists in completing apartment turns
- Shadow and assist with work orders generated from resident requests
- Assists in maintaining the grounds, common areas, and amenities. Some examples include picking up trash and debris, pressure-washing breezeways and pool areas, performing general cleaning, snow removal, and painting
- Other tasks will be assigned

Who will be training me during my apprenticeship?

You will get trained by a maintenance supervisor or maintenance team members

Is there a dress code for my apprenticeship?

Yes. Each property has uniform standards that you must follow.

Program Completion

What if my apprenticeship location does not offer me a job after the program?

During the program, you will be assigned to a staffing agency. If you earn a great reference from the maintenance supervisor and property manager at your apprenticeship location, the staffing agency will help find you a temp-to-hire position at another property with the goal of finding you a permanent position.

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