



**Service Manager Jumpstart Checklist  
Welcome to Peak Living!**

**Employee Name**  
**Community Name**  
**Community Manager**  
**Regional Maint Super**  
**Start Date**

**This checklist is designed to help you transition into your new role with Peak Living.**

**We are pleased to have you join our growing team and want you to know that we are available every step of the way!**

**Things to remember:**

- \* It is the responsibility of the Community Manager to review this checklist with the new Service Manager, maintaining contact and updates with the Regional Maintenance Supervisor. The Regional Maintenance Supervisor should be called for all technical questions and training.
- \* Task due dates may be pushed to the following workday if it lands on a holiday or regular day off.
- \* Always refer to your direct supervisor, then the Peak Living Help Desk for assistance.

<b>Logins and Web Addresses</b>			
<b>Program</b>	<b>Website</b>	<b>If login not received...</b>	<b>✓</b>
Email	<a href="http://portal.office.com">http://portal.office.com</a>	Email help@itnow.net	
G&A Partners	<a href="https://www.hrpyramid.net/gna/EmployeeLogin">https://www.hrpyramid.net/gna/EmployeeLogin</a>	Help Desk Ticket	
Worksight2.0	<a href="https://worksight2.gnapartners.com/">https://worksight2.gnapartners.com/</a>	Email hr@peakliving.com	
Peak Learning	<a href="http://peakliving.yardielearning.com/Dashboard">http://peakliving.yardielearning.com/Dashboard</a>	Help Desk Ticket	
Peak Living Portal	<a href="http://www.mypeakliving.com/homepage">http://www.mypeakliving.com/homepage</a>	Help Desk Ticket	
Yardi	<a href="https://www.yardiaspla5.com/76855peakliving/pages/Login.aspx">https://www.yardiaspla5.com/76855peakliving/pages/Login.aspx</a>	Help Desk Ticket	
HD Supply	<a href="https://hdsupplysolutions.com/">https://hdsupplysolutions.com/</a>	Reset password on website	
Maint. Supply Headqu.	<a href="https://supplyhq.com/storefrontCommerce/">https://supplyhq.com/storefrontCommerce/</a>	Reset password on website	
Peak Help Desk	<a href="http://www.peakliving.hesk.com/">http://www.peakliving.hesk.com/</a>	N/A	

<b>Getting Started</b>	<b>Due</b>	<b>Done</b>	<b>Notes</b>
Team Introduction	0-Jan		
Property Tour	0-Jan		
Receive keys and access cards; review related procedures	0-Jan		
Review office and service hours, and team schedule	0-Jan		
Review on-call schedule including lock out procedure	0-Jan		
Take photo and submit to Help Desk for name badge	0-Jan		
Manager Check-in: Review onboarding plan & job description *Define goals for the first 30 days	0-Jan		<i>Community Manager sends Regional Maintenance Supervisor an update</i>
Review and sign Chemical Acknowledgement Form	2-Jan		
Review employee handbook and career apparel standards	2-Jan		
Test logins and review Peak Living support systems	2-Jan		
Complete assigned eLearning courses *Welcome/Legal/General: 5 hrs	2-Jan		



Shop Tour <i>after eLearning courses are complete</i>	2-Jan		
*Personal Protective Equipment			
*Chemical storage and safety			
*Turn boards			
*Service request process			
Complete assigned eLearning courses	4-Jan		
*Safety: 3 hrs			
Complete assigned eLearning courses	6-Jan		
*Yardi Service Requests: 2 hr			
Virtual Orientation: 30 min	12-Jan		
Complete assigned eLearning courses	12-Jan		
*Preventing Harassment for Managers: 2 hrs			
Manager Check-In	26-Jan		<i>Community Manager sends Regional Maintenance Supervisor an update</i>
*Where are you on your goals?			
*Are there any areas where you need additional help?			
*Set new goals for the next 30 days			
Manager Check-In	23-Feb		<i>Community Manager sends Regional Maintenance Supervisor an update</i>
*Where are you on your goals?			
*Are there any areas where you need additional help?			
*Set new goals for the next 30 days			

**Managers: Please complete with your associate and send to [training@peakliving.com](mailto:training@peakliving.com) within 60 days of their start date.**

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager Signature \_\_\_\_\_ Date \_\_\_\_\_