



# Maintenance Supervisor

## Detailed Job Description

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REPORTS TO: Community Manager  
*Non-Exempt*

### *SUMMARY:*

This position is primarily responsible for performing technical and mechanical work that ensures the inside and external buildings, grounds, amenities, and common areas of the property meet the Company's standards for cleanliness, appearance, safety, and overall functionality by performing maintenance-related tasks, by performing the following duties.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Maintains the physical condition of the property according to company operating and safety standards.
- Organizes, prioritizes and ensures that service requests and repairs are made correctly and in a timely manner.
- Oversees turnkey operations. Ensures that vacant units are made rent-ready in a timely manner.
- Performs turnkey work as required. Ensures all make-readies are inspected.
- Maintains hazard communications program and teach and promote safe work practices.
- Attends and participates in technical training programs to maintain personal skill level.
- Maintains a preventative maintenance program that minimizes emergency repairs and service repairs.
- Manages the service department in the most efficient and profitable manner possible given existing physical conditions, consistent with the goals of the company and property owners.
- Assists with recruiting and hiring of quality staff and recommend promotions and terminations when necessary.
- Works with the community manager to prepare staffing schedules to ensure work is completed in a timely manner while remaining within budgetary guidelines.
- Communicates upward with community manager and delegate duties effectively to staff members.
- Assists community manager with documenting counseling sessions with maintenance staff.
- Adheres to the company's personnel management policies and procedures.
- Communicates effectively with other associates to ensure cooperation between departments and properties.
- Ensures all service staff receives appropriate training.
- Understands and adheres to budget guidelines.
- Works with community manager to obtain competitive bids on major expenses.
- Purchases supplies using standard purchase order system and proper bidding procedures.
- Understands and operates company computer software related to position requirements.
- Contracts use of outside vendors only when necessary.

- Monitors inventory of parts and supplies at appropriate levels.
- Participates in company training classes and meetings, as required.
- Ensures that the physical condition of the property is maintained according to company operating and safety standards.
- Organizes and prioritizes service requests.
- Ensures all service requests and repairs are made correctly and in a timely manner.
- Oversees completion of service requests in 24 hours or per property policy.
- Ensures excellent curb appeal at all times.
- Inspects grounds, buildings, and other property features daily to minimize liability concerns.
- Oversees turnkey operation and ensure that vacant are made rent-ready in a timely manner.
- Maintains an effective preventative maintenance program.
- Maintains an organized, clean and safe work area.
- Ensures adherence to the company's safety and hazard communications programs, policies and procedures.
- Teaches and promotes safe work practices to staff.
- Maintains a high level of customer service.
- Communicates effectively with residents, fellow Associates, vendors, and supervisors.
- Assists community manger with department personnel management functions, budgeting and re-forecasting, as required
- Works with community manager to handle maintenance related resident problems.

#### SUPERVISORY RESPONSIBILITIES:

Manages Service Technician, Assistant Service Manager, Make Ready Technician, Groundsperson/Porters, Housekeepers. Assists Community Manager with overseeing and supervising work of outside contractors. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

#### COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

##### Intellectual

- *Technical Skills* - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

### Interpersonal

- *Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

### Leadership

- *Managing People* - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.
- *Quality Management* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

### Organization

- *Cost Consciousness* - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- *Diversity* - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- *Ethics* - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- *Organizational Support* - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

### Self-Management

- *Judgment* - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- *Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

- *Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- *Quantity* - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- *Safety And Security* - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- *Adaptability* - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- *Attendance/Punctuality* - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- *Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- *Initiative* - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- *Innovation* - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

#### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION AND/OR EXPERIENCE:

Associate's degree (A.A.) or equivalent from two-year College or technical school; minimum three to five years' experience in property management maintenance, other building maintenance or related trade. Older properties (5+ years) may also require previous renovation experience.

#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

#### MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word) and Electronic Mail Software (Outlook). Ability to learn and operate Onesite.

#### CERTIFICATES, LICENSES, REGISTRATIONS:

- Environmental Protection Agency (EPA) certification Type I and II
- Valid driver's license and current automobile insurance
- Pest control (if performed in-house)
- Other licenses and certifications as required by state or federal law.

#### OTHER SKILLS AND ABILITIES:

- Ability to deal well with people
- Good verbal communication skills
- Strong customer service representation
- Ability and access to drive a car
- Ability to establish and maintain professional atmosphere for employees, clients and customers.
- Must be able to diagnose problems with and repair the following:
  - Major appliances
  - HVAC (EPA Certification)
  - Basic - Intermediate plumbing
  - Basic - Intermediate electrical (when no license required)
  - Sheetrock
  - General carpentry
  - Pool care (if required by property)
  - Pest control (if required by property)
  - Roofs and gutters
  - Wallpaper/painting
  - Irrigation maintenance and repairs
  - Landscaping Fountain maintenance and repairs
  - Foundation/sidewalk repairs
  - Ice/snow removal

#### OTHER QUALIFICATIONS:

- Must be able to travel as rare or regular travel may be required to assist other properties as

needed, attend training classes, business meetings, or other situations necessary for the accomplishment of some or all of the daily responsibilities or this position.

- The employee must be able to work a flexible work schedule, which includes taking “call” during evenings, weekends and holidays.

#### SPECIALIZED EQUIPMENT:

- Position requires associates to furnish their own vehicle to transport tools and supplies around the property, as well as other locations necessary to fulfill their job duties. Persons must be able to drive the vehicle without jeopardizing the safety of residents and fellow associates
- Position requires associates to be able to use general maintenance equipment including, but not limited to: hand tools, ladders, refrigerant, recovery units, vacuum pumps, landscaping equipment, shampooers, blowers, sandblaster, pool chemicals and required safety equipment
- Position requires individuals to wear company specified maintenance uniform apparel and safety equipment as required.

#### 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 stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### 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.

While performing the duties of this job, the employee must work both inside and outside of apartment buildings and in all areas of the property, including amenities.

The noise level in the work environment is usually moderate.