



Maintenance Supervisor Job Description

Job Title: Maintenance Supervisor

Department: Maintenance

Reports To: Property Manager

FLSA Status: Non-Exempt (eligible for overtime)

SUMMARY:

The Maintenance Supervisor's primary responsibility is to work with the Property Manager to ensure and coordinate the safety, maintenance, equipment, and overall needs of the apartment community. Maintenance supervisor must have a minimum of three years' experience in the multi-family apartment industry or an equivalent.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Working knowledge in the following: A/C, Electrical, Plumbing, Appliance, Changing Locks and Cutting Keys, Make Ready Punch Lists, Carpentry, Landscaping, and Curb appeal
- Ability to plan ahead – ordering supplies for inventory, schedule vacant apartments ahead of time to get work completed in a timely manner
- Ability to manage large capital projects – bidding, supervising contractors/sub-contractors, reviewing work completed
- Ability to solve problems – staffing, vendor relations
- Ability to set goals and create a plan to meet them
- Ability to understand and work within a budget
- Knowledge of Property Management at the leasing and administrative levels.
- Computer skills – ability to understand Yardi and OneSite

- Time management –meeting deadlines, achieving goals
- Ability to lead a team effectively
- Ability to create a teamwork environment
- Ability to take direction from Management (attitude, comprehension)
- Teamwork attitude
- Ability to work well with Management/office staff
- Work well under pressure
- Organize and oversee the daily activities of the maintenance staff
- Complete maintenance tickets - must be knowledgeable in all basics of plumbing, electrical, heating and air conditioning, appliance troubleshooting and repair, carpentry, drywall patching and repair, and other general maintenance tasks as they arise
- Communicate with Property Manager and the Regional Property Manager
- Participate in on-call rotation for after-hours maintenance emergencies
- Assist with snow and ice removal
- Conduct pre-move-out and move-out inspections
- Schedule and manage apartment turnover process in a timely fashion and ensure that company standards are met
- Maintain the property maintenance shop in an organized, safe, and secure manner
- Ensure contractor work is completed in a timely manner and is of acceptable quality
- Counsel and/or discipline staff as necessary
- Provide excellent customer service and lead team members to do the same

EDUCATION and/or EXPERIENCE:

Education and experience include, but may not be limited to:

- Three (3) years minimum experience as a Maintenance Supervisor in a multi-family apartment setting or equivalent industry
- Experience in estimating maintenance and repair timelines and costs for work that needs to be completed
- HVAC and EPA Certification
- Must be fluent in English
- Ability to work evenings, weekends, and holidays if needed

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual is a plus (Spanish).

MATHEMATICAL SKILLS:

Strong math and analytical skills. Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, and formulas.

REASONING ABILITY:

Moderate. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.

COMPUTER SKILLS:

Should be comfortable using Word, Excel, and email.

PHYSICAL DEMANDS:

Must be physically able to walk, stoop, kneel, carry and lift up to 35 pounds, and climb stairs easily on a multi-terrain property. Outdoor conditions will impact the majority of job tasks; must be able to withstand various temperatures and conditions.

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 individual with disabilities to perform the essential functions.

The employee is required to stand, walk, and sit. Employees must be able to hear to perform their essential job functions.

DRIVING/TRAVELING REQUIREMENTS:

Occasional need (0% to 25% of the time) to utilize personal transportation. Must have a valid driver's license and current proof of automobile insurance.

WORK ENVIRONMENT:

The work environment characteristics are representative of those an employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

ADDITIONAL REQUIREMENTS:

A Maintenance Supervisor must fulfill the performance standards of this position and comply with policies, rules and procedures of the company. Including those set out in the Employee Policy Manual, or otherwise communicated (verbally or in writing) to employees.

This job description is intended to describe the general nature and responsibilities of this position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other company officials.

This job description does not constitute an employment contract between the company and any employee.