



UPTOWN

FAYETTEVILLE

MAINTENANCE SUPERVISOR JOB DESCRIPTION

Along with the Community Manager, the Maintenance Supervisor is responsible for overseeing the physical assets, general maintenance repairs, apartment make-readies, preventive maintenance and construction or rehabilitation projects for an apartment community. Responsible for maintaining adequate inventory of supplies for repairs and monthly maintenance budget monitoring.

Supervises: Under direction of the Community Manager, supervises on-site maintenance staff, which may include Grounds-keeper(s), Housekeeper(s), Make Ready(s) and Maintenance Technician(s).

MAJOR FUNCTIONS OF THIS JOB INCLUDE:

1. Under direction of the Community Manager, supervises and schedules maintenance activities for apartment community and maintenance staff.

- a) Work with the office team and Community Manager (i.e., walking apartments, move-in/move-out reports, etc.). Determine weekly apartment make-ready and Service Request schedules. Report apartments that are ready to show to the Community Manager.
- b) Complete weekly/daily maintenance employee schedules and assignments in tandem with Community Manager.
- c) Communicate assignments and major tasks to employees. Make sure they have all the instructions necessary to complete assignment properly.
- d) Periodically check the work progress of each maintenance employee. Provide immediate assistance and instruction as needed.
- e) Provide input to Community Manager regarding employee performance evaluations, employee compliments from residents, corrective counseling needs, etc.
- f) Assist Community Manager in recruiting and interviewing potential staff members.

2. Coordinate, schedule and respond to resident/management requests and Service Request for occupied apartments.

- a) Use Service Request and schedules to establish priorities. Determine with Community Manager, requests or emergencies that should be top priority. Assign Service Requests equally to Service Technician(s). Monitor the completion of Service Requests in order to limit callbacks.
- b) Repair/replace appliances.
- c) Repair/replace plumbing systems.
- d) Repair/replace air conditioning/heating/electrical systems.
- e) Repair/replace any apartment material/maintenance requests within scope of management responsibility.
- f) Monitor the number of times a specific repair must be repeated. Determine course of action.

3. Coordinate, schedule and prepare vacant apartments for move-in.
 - a) Walk all vacancies to determine make-ready needs. Coordinate effort with Community Manager to make schedule and assignments. If major appliances or carpets need replacing, discuss with Community Manager before taking action.
 - b) Ensure all repairs/replacements necessary for apartment to be occupied are completed.
 - c) Ensure all trash from apartments are cleaned out before, during and after make-ready activity.

4. Coordinate and schedule appropriate safety and skills training for maintenance employees.

- a) Assess training needs of employees and along with Community Manager, Training Director and Service/Safety Coordinator, provide input for training programs.
- b) Provide one-on-one training to employees that may need to polish current skills or wish to learn new skills. Prepare, train and encourage all levels of maintenance staff for the opportunity to be promoted.
- c) Provide initial safety and safety equipment training for all new employees.

5. Identify and correct hazardous community conditions.

- a) Tour property daily to look for needed maintenance and liability hazards and report to Community Manager. Repair hazards or assign completion of these tasks to the Maintenance Technicians. Also secure storage/pool areas, check timers and listen for electrical shorts and malfunctioning motors.
- b) Periodically complete written property safety audits.

6. Coordinate, schedule, and perform preventive maintenance on equipment and apartments.

7. Ordering supplies and managing maintenance budget.

- a) Working with Community Manager and using input from maintenance staff, determine supplies and equipment. Must get approval from Community Manager prior to placing orders for major expenditures and unbudgeted items.
- b) Provide input to Community Manager in determining needs for next fiscal year budget.

8. Attendance is an essential job function.

OTHER ASPECTS OF JOB

1. May be requested to assist in other areas of community including office support, etc. depending on needs.
2. Assist with hazardous weather problems, fires, floods, freezes, etc.
3. Responsible for overall organization and cleanliness of work areas and maintenance shops.

This job description is not an all-inclusive list of functions and tasks. Job functions may be added, deleted, or modified at any time by your management team. Receipt or possession of this job description does not constitute a contract of employment.

REQUIREMENTS:

DEGREES AND DIPLOMAS:

- High School Diploma or equivalent required; some college or trade school preferred

TRAINING/CERTIFICATES/ASSOCIATION MEMBERSHIPS:

- Freon Recovery certification Type I and II, or Universal.
- Certifications in boilers, plumbing, HVAC (basic and advanced), journeyman license, use of fire extinguisher and first aid preferred. Must have training in compressor diagnosis, appliance repair, etc. Must have certifications/permits required by city or state to perform job responsibilities (i.e., pool operations, maintenance, electricians, etc.).

SPECIFIC SKILLS/EQUIPMENT:

- Computer
- Propane torch (Plumbing)
- Key machine
- Sewer machine
- Sink machine
- Leak detector
- Ampro meter
- Volt meter
- Manifold gauges
- Charging cylinders
- Boilers
- Air conditioners
- Appliances
- Water heaters
- Welding torches (A/C)
- Hand tools

EXPERIENCE AND SPECIALIZED KNOWLEDGE:

Position requires a minimum of 3 years general maintenance experience and at least 1-year multi-family, industrial or institutional Service Request experience. Must be able to perform all facets of apartment make-ready. Previous supervisory experience is required. Must be able to troubleshoot and repair HVAC equipment, plumbing systems, electronic systems, all major appliances, pool and spa equipment and other systems on community (gates, phone jacks, irrigation systems, etc.).

TYPICAL PHYSICAL DEMANDS:

Will be exposed to constant activity that requires intermittent standing, bending, crouching, pushing/pulling, lifting/moving/carrying (light to heavy weight material/appliances/equipment), climbing ladders/stairs, and walking on rooftops. Requires manual dexterity sufficient to operate small-motorized equipment (i.e., repetitive hand/wrist, gripping and elbow motion). Must have normal range of hearing, vision, color discrimination and depth perception for proper operation and repair of machines, wiring, and equipment. Must be able to complete tasks wearing appropriate safety equipment (i.e., back belts, goggles, masks, gloves, etc.).

TYPICAL MENTAL DEMANDS:

Must be able to read and write in English at intermediate level to read diagrams, meters, instructions, write reports, etc. Must be able to apply common sense understanding to carry out instructions and plans. On a regular basis must use independent judgment (following prescribed procedures) to determine actions to be taken, priorities, emergencies, etc. Must be able to deal with moderate to high levels of stress due to meeting deadlines, reprioritizing activities and supervising employees. Will interact regularly with residents, vendors, contractors, supervisors, employees and coworkers and therefore, must have excellent interpersonal skills.

ENVIRONMENTAL/WORKING CONDITIONS:

Will be exposed on a regular basis to outdoor environment (i.e., heat, cold, damp, rain, etc.). Will also have light to moderate exposure to injuries (i.e., chemicals, electrical, machinery, tools, lifting, etc.). Will be exposed to some low-level noise when using power tools. Hazards can be minimized with proper lifting techniques, MSDS and general safety training and wearing of proper safety equipment.

Will be regularly called upon to work overtime and service calls after hours schedules.

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