



Job Description

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| JOB TITLE | Maintenance Supervisor | JOB LEVEL: | |
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PURPOSE / MISSION (Job Summary)

The Maintenance Supervisor is responsible for maintaining properties in safe, attractive, comfortable condition while monitoring maintenance expenses and contracts, and supervising maintenance and porter staff where applicable.

DIMENSIONS

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| Reports to: | District Mgr. Facilities or Community Manager |
| Division/Department: | CPM: Facilities |
| Leadership / Supervisory Responsibility (i.e., # of employees supervising & job title(s) of direct reports): | Maintenance Technicians and/or Porters, contractors and vendors |
| Level: | Click or tap here to enter text. |

ESSENTIAL FUNCTIONS

(In order of importance, indicate the essential functions of the position and the percentage of time dedicated to each function.)

| Importance | Major Action and Support Actions | % of Time (must equal 100%) |
|------------|--|--------------------------------|
| 1. | Maintain/repair property by completing/supervising the completion of work orders in a safe, timely manner, following company policy and procedures at all times. | 6% |
| 2. | Enter units at resident's convenience, if possible. | 6% |
| 3. | Ensure resident and/or company possessions are protected with tarps when conducting work. | 4% |
| 4. | Ensure all work areas are cleaned up thoroughly when work is completed. | 4% |
| 5. | Observe the condition of the units when completing work orders and check for water leaks and smoke detector operation. Also, make note of any unusual circumstances (i.e., the size and number of pets.) | 4% |
| 6. | Report all needed repairs to the District Manager-Facilities or Community Manager. | 4% |
| 7. | Leave notice of work done for residents who are not home when work is performed. | 4% |
| 8. | Perform and/or supervise preventative maintenance on plant systems and equipment. | 4% |
| 9. | Assist with/supervise the installation and maintenance of HVAC, plumbing, electrical systems, and appliances. | 4% |

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| 10. | Install and/or supervise the installation of sheet rock, tile, framing/hanging of doors etc. | 4% |
| 11. | Perform/supervise miscellaneous repairs as needed; e.g., installing locks, smoke detectors, screens, etc. | 4% |
| 12. | Check hallways, stairwells, laundry room, pump room, recycling room, generator room, trash room, garage, roof, electrical room, and sump pump on a daily basis to ensure all areas and equipment are safe, in good working condition and free from trash or other debris. | 4% |
| 13. | Ensure trash is removed from property as needed. | 4% |
| 14. | Check security gates and emergency doors daily to ensure they are locked and in good working condition. | 4% |
| 15. | Ensure sidewalks and steps are free of ice, snow and tripping hazards at all times. | 4% |
| 16. | Assist in maintaining inventory of equipment and supplies. | 4% |
| 17. | Know all emergency telephone numbers. | 4% |
| 18. | Be on call for emergency duty when assigned. | 4% |
| 19. | Follow company safety and emergency procedures at all times. | 4% |
| 20. | Responsible for wearing assigned uniform and returning uniform to designated pick up area for cleaning. | 4% |
| 21. | Responsible for condition of assigned mobile phone. | 4% |
| 22. | Attend all instructional classes as directed by management. | 4% |
| 23. | Understand, promote, and project the corporate mission while performing all duties and responsibilities. | 4% |
| 24. | Participate in additional and/or special projects as required by management. | 4% |

DECISION-MAKING: What type of decisions does this job regularly make?

Select one by clicking the most appropriate box.

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| <input type="checkbox"/> Strategic | Decisions affect the long-term direction and policy of the entire company. These decisions affect the short-term and long-term performance of Mission First. Strategic decisions are high-risk because their outcomes are largely unknown and have a huge impact. These types of decisions are usually made at the top level of a company. Examples are: new services, acquisitions. |
| <input type="checkbox"/> Tactical | Decisions focus on intermediate-term issues. The purpose of decisions made at this level is to help move Mission First closer to reaching the strategic goal. Outcomes are predictable. After a decision is made by Top Management or Board of Directors, the next phase is to take the steps needed to implement it. Examples are: The amount of money required to implement, which advertising agency to promote a new service or to provide an incentive plan to employees to encourage increased revenue. |

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| <input checked="" type="checkbox"/> Operational | Decisions focus on day-to-day activities within the company. Decisions made at this level help to ensure that daily activities proceed smoothly and therefore help to move the company toward reaching strategic goals. They have short term consequences. Examples are: Handling employee conflicts, purchasing materials needed for operations. |
| <input type="checkbox"/> Standard | These decisions are those that are repetitive decisions on a recurring basis and are commonly related to daily activities. They are relatively simple, relying on historical data and previous solutions. Examples are: reordering of standard office supplies, handling transactions and handling a step in a property management or property development process. |

| QUALIFICATIONS (including competencies, skills, knowledge, certifications) | | |
|--|---|---|
| (List the MINIMUM qualifications required to perform the essential functions of the position.) | | |
| Criteria | Aspect | Description |
| Profile / Qualifications | Minimum education | <input checked="" type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> J.D. Degree Please note that equivalent years of relevant Exempt work experience may be considered in lieu of a degree. |
| | Discipline/Major | Click or tap here to enter text. |
| | Additional/Preferred education and Certifications | <input type="checkbox"/> High School Diploma or GED <input checked="" type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> J.D. Degree Click or tap here to enter text. |
| | Years and Area of Professional experience (required) | Ability to read, write and do basic mathematics; high school diploma or equivalent required and one (1) year of full-time maintenance employment required. |
| | Additional experience (optional) | Click or tap here to enter text. |
| | Critical Professional related Technical Skills; Computer Skills | Working knowledge of building systems including carpentry, roofing, appliances; knowledgeable in HVAC and plumbing systems; some experience in reading and understanding blue prints; possess computer skills and be able to read and interpret electrical computer data |
| | Other requirements | Good safety habits; good verbal communication skills; good problem-solving skills; ability to interact with a wide variety of people. |

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Working Conditions

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| Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery) | Ability to climb a ladder extending to roof; ability to bend, kneel, and stretch as needed to perform duties. |
| Physical (e.g., lifting-physical strain) | Ability to carry fifty (50) pounds, move furniture and appliances as needed. |

To Be Completed by Human Resources

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|-------------------------------|----------------------------------|
| APPROVAL DATE | Click or tap here to enter text. |
| APPROVED/CONTROLLED BY | Click or tap here to enter text. |
| FLSA STATUS | Choose an item. |
| PAY LEVEL | Click or tap here to enter text. |
| EEO CODE | Click or tap here to enter text. |

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