

<b>POSITION TITLE:</b> Lead Maintenance (multi-site) <b>DEPARTMENT:</b> Asset Management <b>PROFESSIONAL DEVELOPMENT TIER:</b> I <b>% TIME IN COMMUNITY:</b> 50%		<b>CLASSIFICATION:</b> Hourly, Non-Exempt <b>REPORTS TO:</b> Director of Asset Management Property Managers (direction) <b>WORK SCHEDULE:</b> Up to 7 days a week (On Call )
<b>POSITION SUMMARY:</b>		
Lead Maintenance position is responsible for all property maintenance including work orders, capital improvement supervision, property inspection, preventative maintenance, safety and maintenance related compliance (permits – fire, occupancy) to ensure property is clean, and in good condition for all residents and community.		
<b>ESSENTIAL FUNCTIONS/ BIG ROCKS:</b>		
The section below summarizes the Essential Functions of the job:		
% of Time	Essential Function:	Measured By:
<b>85%</b>  Varies depending maintenance needs	<b>Work Orders</b> <ul style="list-style-type: none"> <li><b>Digital Work Orders assigned by Property Managers</b> <ul style="list-style-type: none"> <li>Perform all work orders or refer out to contractor for outside of skill set to complete.</li> <li>Complete work-orders by priority</li> <li>Manage contractor until work-order complete</li> </ul> </li> <li><b>Make-Ready Work-Orders</b> <ul style="list-style-type: none"> <li>Manage the make-ready work supervising contractors to stay on time and on budget</li> <li>Perform only prep work for contractors</li> </ul> </li> <li><b>On-Call</b> <ul style="list-style-type: none"> <li>Minimum of 2 weekends a month on call.</li> <li>Perform emergency work-orders or coordinate contractor</li> </ul> </li> <li><b>Recurring Work-Orders</b> <ul style="list-style-type: none"> <li>Create work orders for recurring work done by contractors, i.e. Landscapers, Pest Control</li> <li>Supervise quality of work and completion. Walk with Pest Control each month.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Emergency Work-Orders must be completed within 24 hours.</li> <li>Non-Emergency Work-Orders must be completed or updated with status within 2 business days. Updates must be input into the system until every 2 days until compete with notes in the system.</li> <li>All Make-Ready should be complete within 10 business days or less.</li> </ul>
<b>10%</b>	<b>Preventative Maintenance</b> <ul style="list-style-type: none"> <li><b>Inspect each property Quarterly</b> <ul style="list-style-type: none"> <li>Complete the Property Inspection utilizing the Resman Property Management system.</li> <li>Generate work orders for any issues identified</li> <li>Take pictures and record general condition of the property.</li> <li>Change all HVAC filters changed quarterly and test smoke detectors and change batteries as necessary.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Complete 29 inspections each month by the last week of the month to complete ALL 86 properties by the end of the quarter.</li> </ul>
<b>5%</b>	<b>Inventory Control/ Shop and Vehicle</b> <b>Ensure shop and vehicle are clean and in good working order</b> <ul style="list-style-type: none"> <li>Ensure all equipment and tools are stocked</li> <li>Order supplies as needed for work orders (submit part # and receipt upon completion)</li> <li>Inventory shop and vehicle for standard repairs</li> </ul>	<ul style="list-style-type: none"> <li>100% receipts and invoices submitted with work-orders</li> <li>Complete and submit monthly vehicle log (Director of Asset Management)</li> </ul>

### Interaction

Identify the types of interaction an incumbent in this position would have with other employees, departments, organizations, both inside and outside the Company.

Type of Work Interaction (i.e. work with coworker, work with vendor)	Interaction Intent (i.e. report information, create RFQ, negotiate, answer questions)
Residents	Complete work-orders, property inspection - provide exceptional customer service
Contractors	Assign work-orders, supervise work, address issues
Property Manager	Answer questions, address work-orders, take direction, escalate issues with residents or capital improvement projects.
Director of Asset Management	Submit monthly reporting (vehicle log, property inspections) Escalations, Questions and Answers concerning time, vacation, issues, etc.

### Decision Making

examples of decisions that an incumbent in this position might make when performing the job and the impact these decisions have.

Examples of Decisions	Who, if Anyone Reviews These Decisions?	What is the Impact of These Decisions?
Identify, replace or repair on work-orders up to \$100	Property Manager approval required for anything over \$100	Financial and Operational

### Problem Solving

Identify the typical types of problems an incumbent in this position may solve on a regular basis. Include information on who else may be involved in helping with problem resolution. Is the incumbent accountable/responsible for final outcome?

A resident is having an issue with a faucet over a few work-orders. Instead of repairing again, replace faucet to ensure it functions correctly and creates a better resident experience.

### JOB SPECIFICATIONS/ QUALIFICATIONS:

#### Education and Training

☒ H.S. Degree / GED ☐ College Degree ☒ Certification/License\*

- HVAC and Universal EPA Certification required

#### Minimum Requirements

- HVAC and Universal EPA Certification
- Ability to work full time daily and on-call a minimum of 2 weekends a month on call and perform emergency work-orders or coordinate contractor
- Minimum of 2+ years' experience in a property maintenance role
- Electrical, Plumbing, and Carpentry experience
- Minimum of 1 year experience supervising, training and developing staff effectively
- Reliable transportation

#### Knowledge, Skills & Abilities

- Must be able to read and write in English
- Bilingual (English-Spanish) highly preferred
- Ability to work occasional weekend hours as required
- A valid driver's license and clean driving record
- Proficient knowledge of machines and tools



- Strong attention to detail, organizational, time-management and problem-solving skills
- Ability to manage conflicting priorities and to adjust priorities on a daily basis
- Experience Using a tablet, such as an iPad or similar, and Property Management software
- Possesses superior customer service skills, including the ability to deescalate difficult customers and/or situations while upholding our organizational values.
- Professional verbal and written communication skills

#### **Supervisory and Management Duties**

- Supervise, train and develop maintenance team members

#### **Asset Responsibility**

- Vehicle – responsible for maintenance
- Laptop
- Tablet
- Master Tenant Key
- Building Access Card
- Tools/Equipment

#### **Work Environment**

This role requires to visit physical job sites to accomplish the essential functions of the job. In the event of work being performed outside of a temperature-controlled office environment, it is required that appropriate clothing, footwear and PPE are worn at all times to maintain safety standards.

#### **Physical Requirements**

This position has the following physical requirements:

- Heavy standing and walking
- Moderate stooping, bending and twisting of the neck, bending and twisting from the waist, and reaching overhead
- Frequent fine manipulation and simple grasping of both right and left hands (e.g. power tools, hand tools, etc.)
- Minimal lifting or moving materials weighing up to 100 lbs.
- Requires close vision (clear vision at 20 inches or less) and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Acknowledgment**

I have read and understand the above job description. I attest that I can work in these conditions, and can fulfill the Essential Functions and Physical Requirements, to include any other reasonable requests that are asked of me. I will immediately notify my Manager if I am unable to comply with this job description for any reason.

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