

GEAUGA METROPLITAN HOUSING AUTHORITY
Job Description

Job Title: Maintenance Manager
Reports To: Executive Director
FLSA Status: Nonexempt
Starting Wage: \$32.43* per hour, based on experience
Prepared By: Human Recourse Manager
Date Prepared: March 2023
Approved By: Executive Director
Approved Date: March 2023

***After successful completion of instructional period**

SUMMARY

As a Maintenance Manager you are taking care of the community (people, pets, and things) - not just a property or an asset) and are responsible for the day-to-day operations of the community, including compliance, operations, resident service, and financial performance, while overseeing the management and maintenance of all facets of apartment communities.

You will provide high quality service to our residents, with a commitment to excellence. You will hold yourself to a high set of standards, demonstrate a positive, service-minded demeanor, and successfully manage multiple shifting priorities. You will be responsible for the routine maintenance of the physical integrity of the community, including daily pickup of grounds, ensuring a safe, secure, and comfortable living environment for residents, visitors, and staff. You will be our go-to person to ensure our residents are taken care of in the event of an emergency.

Monitors the performance of the Maintenance Department and works in a proactive manner to ensure high property standards.

On call 24 hours.

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

Interprets company policies to workers and enforces safety regulations.

Analyzes and determines problems concerning electrical, plumbing, boilers, heating and air conditioning units and determine staff's ability to correct problems.

Requisitions tools, equipment, and supplies using energy efficient products and economy of scale when appropriate.

Maintains inventory.

Schedules preventative maintenance and regular repair program for buildings, fixtures and

equipment.

Directly responsible for outcome of REAC Physical Inspection by performing internal agency UPCS inspection of GMHA property and providing for repairs in preparation of REAC Inspection.

Works closely with and assists Modernization Coordinator during capital fund improvement projects by providing site assistance and work inspections as needed.

Attends monthly Managers' Meetings.

Accepts responsibility as Energy Reduction Specialist through training as well as monitoring of all GMHA properties to further the goal of HUD's Energy Reduction Policies.

Examines work performed by third party contractors.

Handles all emergency calls from the telephone answering service and arranges for prompt emergency response, when the Assistant Maintenance Manager is unavailable.

Assesses and evaluates vacated units for damage and preparatory needs. Prepares necessary agency forms with pictures of units with move out charges as needed and assists with evictions when necessary.

Confers with other employees to coordinate activities of individual departments.

Completes resident work orders on a timely basis (most within 24 to 72-hours).

Recommends extraordinary expenditures to be included in the budget preparation.

Inspects completed work for conformity to specifications and standards as well as general inspections of facilities.

You take pride and ownership in the optimum performance of the property in areas such as people management, yearly Physical Needs Assessment (PNA), resident services, maintenance, revenue enhancement and information reporting.

You know your way around a computer, from a simple cut/paste to scanning documents and managing electronic files.

You are comfortable with technology, including mobile app technology, and have a spirit of continuous improvement. You are eager to try new systems and appreciate using technology to connect further vs. replacing interaction.

You have an eye for what would attract a potential resident to our property and understand that it's imperative to keep our community looking its best at all times.

You are agile and flexible, and understand that a commitment to regular attendance is vital (may include weekends and OT hours).

You have an understanding and appreciation for the fact that we have a budget and guidelines so that we

can continue to provide affordable housing opportunities to not only this community, but for others for years to come.

You are thirsty for knowledge, and always staying on top of your game with the latest updates to our industry and regulatory guidelines.

You are helping us build the next generation of pros, guiding, directing, and training them. Bringing concerns to light proactively and providing coaching and support with clear expectations to set the team up for success.

SUPERVISORY RESPONSIBILITIES Manager receives only general supervision from the Executive Director, exercising a great deal of independence in judgment and decision making while carrying out daily responsibilities. Directly supervises the Assistant Maintenance Manager. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, providing recommendations to the Executive Director in the matters of hiring, training, rewarding and disciplining employees.

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. Broad knowledge of general maintenance: HVAC, plumbing, electrical and carpentry.

EDUCATION and/or EXPERIENCE High school diploma or general education degree (GED); or four years related experience and/or training; or equivalent combination of education and experience with supervisory experience. HVAC training and certification preferred.

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 employees of the Authority and in one-on-one and small group situations. Ability to speak effectively before groups.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY Ability to solve practical problems and deal with a variety of situations where only limited information exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS Valid Ohio driver's license. Ability to obtain Pest Control Public Operator License and/or any other licenses needed for job performance. May be required to renew such licenses every two years.

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 regularly required to reach with hands and arms and talk or hear. The employee frequently is required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to **100** pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

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 is rarely exposed to moving mechanical parts and high, precarious places. The employee is rarely exposed to fumes or airborne particles, toxic or caustic chemicals, and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions and risk of electrical shock. The noise level in the work environment is rarely very loud.

Statement of Employee Understanding

I have read the above job description for Maintenance Manager and agree that the duties are what I will perform. The above job description was received, read and understood by me.

Signature & Date