

## Ashley Management Corporation

### POSITION DESCRIPTION

<b>Position:</b> Maintenance Superintendent	
<b>Department:</b> Maintenance	<b>Reports to:</b> Community Mgr or Property Mgr
<b>Classification:</b> Exempt (Smaller properties may result in Non-exempt incumbents on occasion)	<b>Date:</b> June 2015

**PURPOSE:** Manage and execute the maintenance activities in the most efficient and profitable manner possible given existing physical and budget conditions, consistent with the goals of the company by performing the following duties:

<b>Duties &amp; Responsibilities: Essential Duties and Functions are numbered in the list below. Non-Essential Duties may also be listed if appropriate for the position description.</b>	
1.	Interviews, hires, trains, motivates, assigns and evaluates work, conducts performance appraisals, and recommends disciplinary action when necessary. Direct staffs of various numbers that may also fluctuate according to season or demands of the property.
2.	Assures appropriate emergency response measures are in place, including incumbent's direct participation and review of any emergency matters that may arise.
3.	Be vigilant of property condition in consideration of issues affecting curb appeal and safety. Immediately remedy any physical condition of the property that jeopardizes safety.
4.	Develops and maintains a preventative maintenance schedule program for applicable equipment. Monitors and maintains property's tools, vehicles, equipment, parts & supplies inventories, and coordinates purchasing within approved budget and policies, as needed.
5.	Manages and responds to service requests by prioritizing and organizing timely response (within 24 hours or per property policy). Ensures appropriate measures are implemented (within property policies), whether by property personnel or via support by contractors.
6.	Coordinates all activities associated with property turnovers, ensuring vacant units are made rent-ready in a timely and efficient manner. Responsible for final inspection of all turned units to ensure compliance with property standards.
7.	Coordinates various projects under direction of Management to obtain competitive bids on special projects, explore alternative for major expenditures and improvements. Prepares budgets and secures estimates and cost quotes as needed for management approval, including recommendations for capital improvements, as required.
8.	Directs property's maintenance operations within approved budget guidelines, seeking appropriate approvals for expenses that may vary from budget. Continuously evaluate processes, procedures, suppliers, etc in consideration of more efficiency and reduced cost of property's operations.
9.	Manages property in compliance with safety standards, including coordinating and chairing property's monthly safety meetings, maintaining the property's Hazard Communication program, monitoring daily activities for safety compliance, recommending and implementing enhanced safe practices. As the maintenance supervisor, performs and executes duties in a manner to promote safe work practices.
10.	Interviews and recommends contractors as required to meet the maintenance needs of the property, including negotiating of contract to include property standard form agreement terms (including compliance with insurance provisions), coordinates and inspects contract work prior to payment to contractor.
11.	Manages all maintenance operations to include a high level of customer service, including effective and professional appropriate communication with residents, co-workers, suppliers and contractors.
12.	Perform various duties with subordinates to meet job requirements, including, but not limited to, serving on-call as necessary and extended working hours that are routinely necessary to meet the challenging and inconsistent demands of the property (such as seasonal issues such as snow removal, preparing recreational facilities, and high turnover periods).
	Motivate, coach, counsel & mentor - establish and maintain collaborative working relationships between departments, with coworkers, and particularly with other members of a project team. Prepare for team meetings, in advance, and act as chairperson for the meeting.
	Coordinates required technical training programs to maintain staff's skill level to meet the maintenance needs of property.
	Other duties as necessary or assigned.

**Supervision Provided:** performing the same or directly related work most of the time as those led. Responsibility for costs, methods and personnel. Evaluates the performance of lower level positions. Duties include, but are not limited to:

- Manage and execute all maintenance activities of property.
- Implement the company's human resource policies and procedures consistently and timely, properly documenting any counseling sessions.
- Prepare staffing schedules.
- Recruit and hire quality staff and recommend promotions and terminations when necessary.
- Communicate and delegate duties to staff members.
- Ensure all maintenance staff receive appropriate training.
- Attention to detail while managing multiple competing tasks/demands within deadlines required.
- Routinely follow up with residents concerning service call satisfaction.

**QUALIFICATIONS:** To perform this position 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.

**Education & Experience (minimum required to enter the position):** A minimum of a high school education (or equivalent) is required. Minimum of three to five years of previous experience in property management maintenance, other building maintenance or a related trade.

**Required Skills or Knowledge:** Must be able to diagnose problems with and repair the following:

- Major appliances
- Basic - Intermediate plumbing
- Basic – Intermediate electrical
- General carpentry
- Sanding / Painting / General Finishing
- Pool care (depending on property facilities)
- Roofs and gutters, minor repairs and maintenance
- Foundation/Sidewalk repairs (patching)
- Ice/Snow removal
- Carpet, vinyl and ceramic tile repair
- Install and rekey locks
- Exterior repairs, landscaping activities
- Cleaning / General housekeeping
- Mold awareness
- Asbestos awareness (when applicable)

**Technical Competencies:**

EPA Certification Type I  
Valid Driver's License, current vehicle insurance and acceptable driving record.  
Other licenses and certifications as required by federal, state and local law.

**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 groups of customers or employees of organization.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Physical Demands and Environmental Conditions:**

Ability to perform hands on repairs/maintenance work required of subordinates and as outlined in duties, including general maintenance functions.  
Ability to transport or move a minimum of 50 lbs. variable distances; the mobility and flexibility to use ladders and to access and work in confined spaces or at heights in excess of eight to nine feet  
Ability to work outdoors in temperatures exceeding 90 degrees or below 10 degrees Fahrenheit.  
Ability to personally perform general maintenance repair tasks without endangering themselves, residents or co-workers.

**Equipment Used:** Employee is required to provide and maintain basic hand tools. This position may require the use of employee's personal vehicle to transport tools/supplies around the property. Ability to drive snow removal equipment and a vehicle without jeopardizing the safety of residents and fellow associates. Ability to use general maintenance equipment, including but not limited to: hand tools, ladders, refrigerant, recovery units, vacuum pumps, landscaping equipment, shampooers, blowers, power washer, sandblaster, pool chemicals and required safety equipment. Requires individual to wear maintenance uniform and any necessary personal protective equipment (PPE.)

Approval and Agreement of Position Understanding:

Manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_