

COMMUNITY ACTION PARTNERSHIP

JOB DESCRIPTION

TITLE: Maintenance Manager

EXEMPT/NON-EXEMPT: Non-Exempt

REPORTS TO: Housing Program Director

ISSUE DATE: 02/20

GENERAL POSITION SUMMARY:

Under the supervision of Community Action Partnership's Housing Director, the Maintenance Manager will be responsible for the day to day general maintenance of rental housing and manage the maintenance of the rented office buildings CAP occupies.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:

- Review repair work orders, prioritize jobs, obtain materials, contact residents and staff, schedule and complete work;
- Document complaints. Advise Housing Director of concerns regarding tenants, budgets, maintenance, or operation of housing;
- Keep records on work completed by CAP site, program, unit and complex. Prepare invoices for payment of maintenance and operating expenses;
- Follow CAP purchase procedures to arrange for services, purchase supplies, and make repairs;
- Arrange, negotiate, supervise, and document work with contractors. Prepare scope of work and proposal documents. Obtain competitive bids, necessary approvals, and arrange purchase and installation of large items;
- Clean and maintain grounds, sidewalks, laundry rooms, dumpsters, and common areas;
- Inspect and monitor units for moves, lease compliance, repair needs, and preventative maintenance and report as needed;
- Perform grounds maintenance including weeding, fertilizing, and spraying;
- Responsible for ensuring that mowing, sprinkler system maintenance, and removal of snow at apartment complexes takes place;
- Safely and properly store and maintain maintenance equipment;
- Arrange, schedule and complete minor maintenance and repairs on units and common areas. This may include electrical, plumbing, structural repair, painting, changing locks, minor equipment and appliance repair, and changing light bulbs;
- Prepare units for lease including inspecting, painting, and cleaning;
- Advise Housing Director of needed major repairs;
- Obtain necessary service on appliances and mechanical equipment;
- Monitor maintenance plans and budgets, provide estimates, and make recommendations for changes;
- Prepare and submit reserve requests to apartment finance organizations for major repairs on apartments;
- Provide Central CAP building maintenance and grounds upkeep including snow removal;
- Complete repairs and other duties in the time frames requested.

SECONDARY FUNCTIONS:

- Attend training as required and obtain certifications appropriate to duties;

- Deliver papers, relay information, and get signatures where needed from tenants;
- Show available apartments as needed;
- Maintain an inventory of all supplies, tools, and appliances;
- Work with apartment financing auditors and inspectors to assure program compliance with Housing Quality Standards;
- Work with government entities and insurance agents regarding site repair and entry issues;
- Perform other duties necessary for successful apartment, weatherization, and CAP facilities maintenance as requested by Program Directors;
- Track maintenance work orders and expenses for CAP outer sites;
- Prepare maintenance related reports;
- Take care of warehouse storage, management, transport, donations, auction items, and disposal;
- Work in Weatherization warehouse and perform duties of warehouseman position;
- Complete finish work for Weatherization program at various client homes.

JOB SCOPE:

Scheduling will be flexible and on-call as needed. In the event of unavailability, the Maintenance Manager will ensure tenants have alternative contact information. The role of the Maintenance Manager will be to maintain the 42 housing units, within budget allowances, in an efficient and positive manner to provide clean, secure, and well maintained affordable rental housing. In addition, the Maintenance Manager will provide needed services to office staff to maintain clean and functional workspaces. The Maintenance Manager may also provide assistance to the Weatherization Program as needed.

SUPERVISORY RESPONSIBILITIES:

Supervise, coordinate, and report on work program and volunteer participants involved in maintenance tasks.

INTERPERSONAL CONTACTS:

- The person functioning in this position must play a supportive, guiding role in ensuring positive, productive relationships between employees and clients;
- This person serves as an enthusiastic advocate for CAP;
- It is the expectation of CAP that all employees treat clients and other staff members with respect and consideration;
- Employees are expected to keep their supervisor informed of issues, questions, or concerns that may arise or come to their attention about CAP. Such issues, etc. may come to employees from clients, community members, or co-workers while performing their duties.
- Capable of establishing a good rapport with low-income people and the general public;

SPECIFIC JOB SKILLS:

- Possess resourcefulness in planning, organizing, and executing required tasks;
- Experience and ability to perform basic maintenance including but not limited to repair, painting, electrical, plumbing, cleaning, and grounds maintenance;
- Ability to communicate effectively with supervisor, co-workers, clients, and vendors;
- Able to develop and maintain a positive and cooperative work environment;
- Maintain confidentiality in dealing with individuals and families served;
- Able to retain details and information as needed;

MINIMUM QUALIFICATIONS:

- Familiarity with community resources for repairs and maintenance;
- Ability to effectively communicate with tenants and others in a positive and proactive manner in challenging situations;
- Experience and demonstrated knowledge of construction, building and grounds maintenance and equipment operation;
- Physically able to efficiently and safely complete maintenance duties and responsibilities;
- Knowledge of office practice and warehouse procedures;
- Basic math skills;
- Ability to work without close supervision;
- Able and willing to work various hours, as needed, throughout the year;
- Demonstrated ability to work independently, follow instructions, and stay with a job to completion;
- Time management and organization skills needed to maintain units and records;
- Accurate work performance and strong organizational skills;
- Maintain a valid driver’s license and a clean driving record acceptable to the agency’s insurance provider;
- Must provide own transportation with adequate insurance;
- High School diploma or GED;
- Completion of acceptable background check.

Requirements by Percentage of the Workday

| Physical Requirements | 0-10% | 10-25% | 25-50% | 50-75% | 75-100% |
|------------------------------|-------|--------|--------|--------|---------|
| Lifting | | | x | | |
| Standing | | | x | | |
| Walking | | | x | | |
| Running | X | | | | |
| Bending/Crouching | | | x | | |
| Kneeling/Crawling | X | | | | |

| Lifting weight | 0-10% | 10-25% | 25-50% | 50-75% | 75-100% |
|-----------------------|-------|--------|--------|--------|---------|
| Less than 10# | | | x | | |
| 10-25# | | | x | | |
| 25-50# | | x | | | |
| 50-75# | X | | | | |

| Environmental Exposure | 0-10% | 10-25% | 25-50% | 50-75% | 75-100% |
|-----------------------------------|-------|--------|--------|--------|---------|
| Hot | | | x | | |
| Humid | | x | | | |
| Cold | | x | | | |
| Wet/Damp | | x | | | |
| Machinery* | | x | | | |
| Risk of burns/chemical exposure | x | | | | |
| Outside elements (sun, rain, etc) | | | x | | |
| Loud (above normal class level) | | x | | | |

*Machinery: Working on machinery, running machinery, exposure to vibration, spinning shafts, blades, belts, boilers, blowers etc.

Additional Requirements

Math Requirement

- Ability to perform math basic computations.

Language Requirement

- Ability to communicate with co-workers, clients, and supervisor;
- Ability to read and interpret required reports, guidelines, regulations, and write reports

Reasoning

- Ability to make decisions using sound judgment and involving many variables;
- Ability to analyze future impact of decisions and the effect of past decisions.

This job description is not a contract for employment. Duties may be modified or adjusted at the Administration’s discretion to meet the agency’s changing needs. The employee is expected to do other duties as assigned, which obviously fall within the scope of this job. The Community Action Partnership is an “At Will” employer. In accordance with Federal law, CAP does not discriminate on the basis of race, color, national origin, sex, age, disability, or sexual orientation.

I have read and understand the duties and expectations of this position and commit to carrying them out to the best of my ability for as long as I hold this position with Community Action Partnership.

Employee’s signature

DATE

I have gone over this job description with this employee

Supervisor’s Signature

DATE