

**Maintenance Supervisor**

**POSITION DESCRIPTION**

**JOB CLASSIFICATION: Exempt**

**SUPERVISION EXERCISED: Maintenance Staff**

**TEAM: Leadership**

**SUPERVISOR: Asset Manager**

**DATE: July 1, 2019**

**JOB SUMMARY**

Under the supervision of the Asset Manager and in collaboration with the Property Management Supervisor, the Maintenance Supervisor is responsible for ongoing property maintenance functions within the Grand Junction Housing Authority. The Maintenance Supervisor directs the activities of the Maintenance Department which includes fleet, facilities, inventory, and grounds operations. Duties include, but are not limited to, preserving and protecting the long-term physical and operational viability of all GJHA facilities; responsibility for the administrative functions of the department including budget preparation, operating the Maintenance Department according to budget, capital needs assessment/planning and personnel management; directing maintenance staff and advising the COO and Asset Manager regarding general facilities matters. Additionally, is responsible for the selection, training and evaluation of subordinate staff; prepares and presents reports and recommendations as needed. The Maintenance Supervisor will help establish and maintain a level of pride in the performance and appearance of GJHA communities by ensuring the properties remain safe, comfortable homes that our residents can be proud to reside in. As a member of the Leadership Team, works proactively with agency leadership to meet GJHA goals and objectives.

**ESSENTIAL JOB FUNCTIONS**

* Directly supervises maintenance staff. Carries out supervisory responsibility in accordance with GJHA policies, procedures and applicable laws including coaching, interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
* Coordinates maintenance functions and oversees various repair and improvement projects for the properties; develops, maintains, oversees and conducts preventative maintenance schedule, activities and inspections of property systems, appliances and equipment; troubleshoots systems and assigns staff or engages professional trades as appropriate.
* Fosters a collaborative, teamwork environment with the Asset Manager, Property Management Supervisor and the Property Management and Maintenance Teams, as well as other GJHA Departments.
* Oversees inventory system including materials necessary for property and grounds maintenance, equipment repair and servicing, and operation of the maintenance shops.
* Determines work procedures, prepares work schedules, and expedites workflow to ensure efficient unit turnover and completion of work-orders.
* Plans, organizes, coordinates, supervises and evaluates programs, services, staffing, equipment and infrastructure of the Maintenance Department.
* Ensures GJHA vehicles are maintained in accordance with established standards and practices.
* Ensures that proper maintenance procedures are in place for all GJHA facilities. Provides technical and safety guidance to other Maintenance staff; responsible for safety and workplace inspections.
* Demonstrates professionalism in customer service with residents.
* Fosters and enforces the expectation that maintenance staff conduct themselves with professionalism in customer service with residents.
* In collaboration with the Asset Manager, Property Management Supervisor, and other key staff, develops balanced annual budgets and long-range plans to address the maintenance and capital needs of each GJHA property.
* Ensures personnel, vendors, and contractors comply with all applicable local, state and federal laws, regulations, mandates and other applicable requirements including the GJHA procurement policy.
* Keeps work environment healthy and safe for all employees by ensuring everyone follows company procedures and standards in addition to government regulations and codes.
* Follows Grand Junction Housing Authority (GJHA), U.S. Department of Housing and Urban Development (HUD), Financial Partners and Colorado Housing and Finance Authority (CHFA) policies, procedures, rules and regulations, where applicable. Must have or acquire a working knowledge of all pertinent regulations applicable to the position within six months of hire.
* Prepares, by the deadline, all applicable reports and any other reports deemed necessary.
* Build and maintain effective working relationships with supervisors, peers, subordinates, vendors and community partners.
* Communicates and reports to the appropriate member of the Leadership and/or Executive Teams any matters regarding liability and risk management issues as well as any suggestions to improve or enhance the quality of life of clients/residents.
* Generates work orders in response to tenant reports and inspection findings. Follow up with tenants to ensure work was completed satisfactorily.
* Communicates suggestions and implements plans to enhance energy efficiency and environmental responsibility of the organization.
* Maintains the utmost confidentiality of all applicant and tenant information.
* Responds to and documents client/resident complaints as needed.
* Provides general information about GJHA Programs to the public and other community organizations in a professional, positive manner.
* Responsible for attending scheduled meetings with Leadership Team and Asset Management Team and Maintenance staff to discuss various items of concern and/or interest to all parties.

**ADDITIONAL JOB FUNCTIONS**

* Must treat people with respect and work with integrity and professional ethics, upholding the agency’s values and mission. Represents the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by all of the ethical rules outlined in the Employee Handbook.
* Adapts well to change in the work environment. Must be able to work with frequent interruptions and respond calmly and professionally to emergency situations. Demonstrate the ability to provide quality services to a culturally diverse population. Must be respectful and professional at all times.
* Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
* Uses a time management system and other organizational tools set up by the GJHA.
* Establishes and maintains effective working relationships with other employees and community agencies. Ability to work in a team environment placing the interests of the team above own.
* Knowledge of lease provisions and house rules. Participate in enforcement of leases and rules as needed.
* Ability to prioritize and make rational, appropriate decisions.
* Must be able to write clearly and professionally.
* Daily in town travel. Minimal out of town training may be required.
* Frequent work outside of regular business hours is required.
* Performs other duties as assigned.
* Responsible to maintain office in a neat and clean manner. No information relating to applicants, tenants and/or employees, including files and computer screens, visible to office visitors or left on the desk after work hours.
* Must comply with all provisions of the employee handbook.

**MINIMUM QUALIFICATIONS/SKILLS NEEDED**

* Bachelor's degree from an accredited four-year college or university in Business Administration or a related field; and, three or more years of progressively responsible experience; or, any combination of education, training and experience, which provides the required knowledge, skills, and abilities to perform the essential functions of the job. Work experience should be appropriate to this position.
* Proficient in Microsoft Windows and must have or acquire a working knowledge of GJHA tenant software (HMS Manager/HAB) within three months of date of hire.
* Requires strong skills in organization, concentration, time management, initiative, and attention to detail. Must be able to deal with frequent interruptions and possess the ability to successfully work with a variety of populations.
* Strong computer/technology skills are required including proficiency in Office and Excel.
* Reasonable knowledge of applicable laws relating to employee hiring and personnel management.
* Requires excellent communication and organizational skills and the ability to exercise independent judgment and work with limited supervision.
* Requires a valid Colorado Driver’s License and the ability to be insured at standard rates.
* Criminal background check, drug test and a pre-placement physical is required.