

## **JOB DESCRIPTION: MAINTENANCE MANAGER**

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JOB TITLE: Maintenance Manager

REPORTS TO: Director Property/Housing Services

CLASSIFICATION: Exempt

POSITIONS SUPERVISED: Maintenance Technician, Custodial Technician

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### **Position Summary**

The Maintenance Manager is responsible for the overall upkeep and efficient operation of all HM Housing property ensuring all applicable funder and HM Housing Ministry property requirements are being followed. The scope of work requires knowledge and understanding of building operational systems, preventive maintenance procedures and grounds management. The manager provides information and input regarding capital needs and follows applicable procurement policies.

### **Position Responsibilities**

#### Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

#### Supervision and Maintenance Services

- Recommends for approval all maintenance and custodial services staffing, aligning priorities with resources.
- Supervises all maintenance and custodial services staff according to current HMHI protocol.
- Serves as first point of contact for staff in all maintenance/custodial services matters needing supervision or intervention, including, but not limited to: unusual and/or severe property damage, relocation of residents due to damage, natural disasters, health and safety concerns related to the physical structure, and complaints regarding maintenance/custodial services.
- Intervenes in escalated and/or severe crisis situations needing a supervisor, balancing the need for safety for all involved. Seek appropriate assistance from emergency services as needed.
- Maintains the properties in a manner that meets or exceeds monitoring requirements and provides a high quality housing option.
- Establishes and maintain relationships with various contractors, determine services to be contracted, negotiate contracts for review and approval. Contracted services include, but are not limited to: landscaping, snow removal, exterminating services, and all equipment that requires yearly inspections (backflow testing, elevator inspections, fire system inspections, and boiler inspections).
- Develops and monitors preventive maintenance schedules for each site.
- Maintains a capital property replacement schedule for major building repairs such as roofing, windows, plumbing, etc.

- Serves as the second point of contact on call 24/7 for maintenance emergencies; coordinates emergency services as needed.
- Proposes maintenance and custodial budget expenses that emphasize cost containment.
- Oversees unit turnovers to include scheduling and determining scope of work required in partnership with site housing personnel.
- Develops and monitors maintenance outcome measurements such as standardizing turnover make ready time to match industry standards.
- Manages all property issues that may arise.

#### Quality Improvement

- Participates in quarterly record review and serves on the Quality Review Committee
- Reviews and assesses quarterly maintenance and custodial services and financial standing in relation to approved outcomes, goals and staff performance.
- Reviews, assesses and recommends as appropriate methods for determining achievement of maintenance and custodial services outcomes, goals and activities as well as the level of personnel performance.
- Communicates to staff priorities, timelines, performance measures and clear accountability.
- Inspires a commitment to excellence by demonstrating passionate personal commitment.

#### Qualifications

- Prior supervision experience required
- General building maintenance skills.
- Versatile and good organizational skills.
- Ability to work independently and make decisions.
- Valid driver's license and reliable transportation.

#### **Working Conditions**

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to occasionally loud.

#### **Usual Physical Demands**

***The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.***

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl; and talk; or hear. The employee is occasionally required to sit. The employee must frequently lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

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EMPLOYEE UNDERSTANDING AND AGREEMENT

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

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*Applicant* *Date*