

# JOB DESCRIPTION

Job Title: **Maintenance Supervisor**

Supervisor: Community Manager

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## **Position Summary:**

The Maintenance Supervisor is responsible for the overall appearance and the proper physical operation of the Community. This supervisory position is a “working supervisor” position; therefore, the Maintenance Supervisor can expect to be involved directly in completing various maintenance or repair responsibilities. This position often requires considerable physical exertion in performing tasks related to the repair and maintenance of the buildings, grounds, mechanical, plumbing, HVAC, electrical, and electronic systems of the property. The Maintenance Supervisor functions in a residential setting; therefore, good communication and customer service skills are necessary at all times.

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## **Essential Functions and Responsibilities:**

- Oversee work of all vendors contracted to do work on or provide services for the community.
- Develop positive relationships with vendors, keeping in mind the best interests of the community and residents.
- Select, train, supervise, and evaluate all maintenance team positions.
- Develop specifications for the work to be completed.
- Review bids received from vendors and evaluate with the Community Manager to determine which vendor will be assigned the work (cost, prior experience with vendor, information from references, and ability to complete quality work in the allocated time will be some of the considerations in evaluating the bid).
- Review the work of vendors while they are on site and immediately discuss any concerns. Inspect work when completed to determine if it meets the specifications and any other applicable standards.
- Continuously review contracts/agreements with vendors who provide supplies or ongoing services. Discuss any recommended changes with the Community Manager and implement, if appropriate.
- Manage areas of budget-related maintenance of the community.
- Manage the work flow of service requests and other tasks to ensure the smooth operation of the community.
- Assign work and ensure that office staff have any information they need in order to respond effectively to questions from residents, particularly if the repair will be delayed for any reason.
- Review documentation of work completed at the end of the day.
- Assess performance of staff in completing service requests, including whether a call back is necessary, efficiency of staff, problem-solving skills of staff, and any feedback from residents or the Community Manager.



- Discuss with the Community Manager at what level the Maintenance Supervisor may have authority to make/approve purchases or contract for services without consulting with the Community Manager.
- Understand how expenses will be coded to various general ledger accounts and be aware of overall monthly expenses to ensure that expenses are in line with what is budgeted.
- Discuss in advance with Community Manager if expenses may exceed the amount budgeted for the month.
- Ensure that all tasks within the scope of responsibility of the Maintenance Supervisor are completed within established timelines.
- Obtain necessary bids from vendors with the assistance of the Community Manager. Bids will be based on any applicable specifications for the work to be completed.
- Evaluate bids with Community Manager and determine which vendors will be selected.
- Assign work to vendors during the Turn process; complete this task based on corporate standards and what is known about the vendor and his/her work force.
- Achieves high productivity through reliable and punctual attendance and report any tardiness, attendance, and disciplinary issues to immediate supervisor.

**Other duties and special projects as assigned:**

As part of our Business Continuity Plan, essential job responsibilities will include (but are not limited to) the following:

- Knowledgeable about company guidelines on Business Continuity Plan resources.
- Responsible for ensuring all facets of the maintenance technician and renovation/make ready job duties are maintained.
- Provides additional support by maintaining landscaping and curb appeal (weeding, trash pick-up, etc.).
- Touch up/repaint curbs, fencing, common area walls and/or common area hallways.
- Monitors property for potential risk (i.e. lights out, possible tripping hazards, pot-holes in the parking lot, loose siding, trash by the compactor, etc.).
- Checks all fire extinguishers for service date compliance.
- Assists in make ready tasks for all vacant residences, including sister properties as needed.
- Updates safety logs and if items are missing, sets plan for completion.
- Cleans maintenance shop; audits and creates inventory of maintenance shop.
- Clean carports.
- Window cleaning and window screen replacement.
- Exterior patio inspections.
- Pressure wash curbs and buildings; moss removal as needed.
- Assists with rent check collation as instructed by Community Manager or RPM.
- Helps with additional community outreach.



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## **Qualifications:**

### **Special Licenses and/or Certificates:**

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Valid driver's license if required to operate a licensed motor vehicle to perform the required job duties.

### **Education and/or Experience:**

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- Minimum of 2 (two) years apartment maintenance experience.
- Experience completing work orders and preparing make-ready apartments.
- Active 07B Residential Electrical Maintenance Certification preferred.

### **Other Skills and Qualifications:**

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- Working knowledge of maintenance tools required to perform the job duties.
- Excellent customer service.

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## **Our Core Values:**

We cultivate a culture of collaboration, generosity, honesty and integrity where engagement, hard work and results are rewarded.

## **Our Mission:**

We strive to be a driving force for positive community change. We are a trusted partner in the co-creation of thoughtful, well-built, healthy and profitable communities.

## **Our Vision:**

We aspire to create impact through transforming built environments for the betterment of our communities.

## **A Declaration of Interdependence at Goodman Real Estate**

We operate under a shared vision of value creation that is grounded in the interdependence of organizations and individuals, passion and profit. In all our interactions with each other, our business partners, and our community at large, we are committed to cooperation and collaboration in the pursuit of mutual success.

What this means:

- We are ONE Goodman Real Estate: A collective whole that embraces one culture, supporting one another and embodying a shared set of standards to provide seamless customer service across all locations and divisions.
- Each of us understands the importance of the Goodman Real Estate brand and pledges to nurture and protect it.



- We conduct our business with honesty and integrity. We empower our people with a high level of trust and autonomy.
- We believe in the power of place and community.
- We recognize the fundamental value of every individual and believe that diverse talents, skills, and backgrounds combine to strengthen the collective whole.
- Relationships are essential to our success. We foster strong relationships with mutual respect and open communication.
- We value wellness and promote policies and practices that support healthy lifestyles.
- We expect the best of each other and provide opportunities for all individuals to reach their full potential.
- We embrace our power to make a positive impact on our community.

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### **Physical Demands:**

This job is a labor position and considered heavy in physical requirements. Must be able to constantly stand, walk, bend at the neck, reach waist to shoulder, grasp and use dominant hand; frequently lifts up to 40 pounds, pull/push up to 50 pounds, climb ladders or stairs, kneel/squat, twist body, reach above shoulder and below waist and repeat motions and perform fine finger manipulations.

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### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this Job. The position deals with a wide diversity of work situations. Ability to deal with continual interruptions, requiring a high degree of flexibility. Work involves indoor and outdoor activities, with exposure to seasonal weather and the associated temperature fluctuations. Frequent exposure to airborne dust, paint fumes, and the chemicals used in surface preparation and general maintenance work.

These statements are intended to describe the general nature and level of work being performed by employees assigned with this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Goodman Real Estate is an equal opportunity employer.



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I CERTIFY THAT I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN.

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Employee Signature

\_\_\_\_\_  
Date

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Immediate Supervisor Signature

\_\_\_\_\_  
Date

