



Rental Housing Maintenance Manager Job Description

Overview: Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. "It's their neighborhood, future, & dreams". Our objective is to help build, and contribute the good things we do for the sake of adding value to the lives of the people we're honored to serve.

Position: The Maintenance Manager supervises a maintenance staff of 8+ employees, coordinates daily work flow among staff, and ensures cost efficient and proper upkeep of Beyond Housing's rental portfolio.

Responsibilities include, but are not limited to:

- Responds accordingly to all resident maintenance calls, create work orders in Appfolio, assign work order to Technician and follow up if needed, review and close out work order when complete.
- Maintain Appfolio work order log to ensure no duplicate work orders created. Provide excellent customer service to Beyond Housing residents throughout the entire maintenance process.
- Ensure semiannual extermination and preventative maintenance of all homes and apartments.
- Maintain alarm system log and security of homes. Ensure vacant homes are monitored and locks are changed the same day as move outs, remove alarms within 24 hours of move in, and suspend services. Monitor alarm activity on a routine basis to ensure active service.
- Update the emergency on-call service.
- Maintain maintenance supplies and inventory.
- Oversees and provides direction to maintenance staff holding them accountable for the responsibility of their positions.

- Motivates maintenance staff in a positive manner and establishes “team” approach to reach departmental and organizational goals.
- Coordinates unit turnover in a timely and cost effective manner. Schedule trash out and paint within the first 7 days. Strive for a turnover goal of 30 days.
- Approve and code all maintenance department receipts and invoices in a timely manner. Hold staff accountable for missing and/or late receipt submission.
- Electrical- perform routine electrical repairs such as: wiring, fuses, fixtures and sockets, and repair/install/service HVAC systems
- Plumbing- perform routine plumbing repairs such as: replace/repair/service water heaters, clear drain lines, replace broken pipes-worn out washers- gaskets and or faucets- and floats.
- Carpentry- perform routine carpentry repair such as: kitchen cabinets, window screens/glass, door locks, and plaster/drywall
- Mechanical- perform routine mechanical repair such as: repair/diagnose all major appliances, operate mower, snow blower, auger, and other needed power tools
- Pest Control- perform semi-annual and as needed pest control services
- Other unskilled tasks such as: interior and exterior painting, floor tile installation and repair, interior cleaning, lawn mowing, leaf raking, tree/shrub trimming, debris removal, snow removal, and other landscaping duties.
- Inventory- identifying, cataloging, and procuring necessary materials used in maintenance operations
- Basic troubleshooting and routine maintenance.
- Recognize when specialized knowledge is needed
- Other duties as assigned

Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- Methodical -- Strong analytical, systems, and problem solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.
- Reliable -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

Preferred Experience and Qualifications:

- High school diploma or GED required
- Technical training or extensive hands on experience required
- 2 years experience in rental maintenance and/or similar field preferred, with supervising preferred
- An above average knowledge of electrical, plumbing, carpentry, and mechanical systems, with specialized knowledge in at least one of the before mentioned areas.
- Ability to carry out other tasks, perform physical labor, operate tools and machinery, and lift at least 80 lbs.

- Ability to work in wet, damp, hot, cold, or dusty places
- Ability to stoop or kneel in order to gain access to work areas
- Ability to work while standing for extended periods of time
- Must be able to recognize and correct conditions which require maintenance work
- Excellent interpersonal and verbal communication skills, with the ability to communicate in a professional and cordial manner with co-workers and residents
- Ability to work effectively in both individual and group settings.
- Must respond to 24 hour maintenance emergencies during evening, weekend, and holiday hours. Schedule is based on a department rotation
- Must have valid class E license and valid insurance. Truck or van transportation is preferred

Supervisor:

- Rental Housing Director

Supervises:

- Maintenance Technician staff

Salary and Benefits:

- Full-time salaried position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

Application Instructions:

Please send resume and cover letter to hr@beyondhousing.org by May 30, 2017. For more information on Beyond Housing, visit www.beyondhousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.