



## Director of Maintenance Job Description

**Overview:** Beyond Housing strengthening families and transforming communities to create a stronger, more equitable, and prosperous St. Louis – once and for all. 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 Director of Maintenance is essential to the effective and efficient operation of the Maintenance Department. The Department consists of 400 scattered site single family rental homes, 2 multifamily senior living buildings with 95 apartments, and 6 commercial buildings including office headquarters, family support center, cinema, health center, and retail strips.

With the assistance of the Assistant Maintenance Superintendent (AMS), the Director of Maintenance would ensure successful operation and coordination of the following maintenance teams: rental housing maintenance, make ready, senior building maintenance, preventative maintenance, commercial facility maintenance, and janitorial.

### **Responsibilities include, but are not limited to:**

- Supervise AMS, Maintenance Manager, Make Ready Manager, and Commercial Technician; assist with individual team management, development, performance reviews, timesheets, employee hiring/onboarding, etc.
- Assist with direct report duties when there is an absence or position vacancy.
- Build network of trusted and affordable vendors, to ensure high quality repair within budget.
- Determine when skilled repairs should be completed in house or contracted out.
- Assist with commercial facility maintenance including- contracts/inspections, maintenance, and vendor scheduling, especially related to: STLCO, health, safety, fire, generator, sprinkler, irrigation, elevator, etc.
- Oversee vehicle fleet and warehouse equipment.
- Oversee lawn and snow removal contracts.
- Monitor work order request in relation to time completed, costs, and resident satisfaction.
- Technical Knowledge, including:
  - Electrical- knowledge of electrical repairs such as: wiring, fuses, fixtures and sockets, and repair/install/service HVAC systems



## **Director of Maintenance** Job Description

- Plumbing- knowledge of 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- knowledge of carpentry repair such as: kitchen cabinets, window screens/glass, door locks, and plaster/drywall
- Mechanical- knowledge of mechanical repair such as: repair/diagnose all major appliances, operate mower, snow blower, auger, and other needed power tools
- Pest Control- knowledge of pest control services and best practices
- 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.
- Basic troubleshooting and routine maintenance.
- Assist with Acquisition Rehab strategic plan.
- Provide the highest degree of customer service when working with staff, residents, and vendors.
- 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:**

- Bachelor's degree in Construction Management or similar required
- 5 years' experience in single family/multifamily maintenance required
- 2 years' experience supervising others required
- 2 years' experience in project management required
- An above average knowledge of electrical, plumbing, carpentry, and mechanical systems.
- 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, when assigned emergency technician and/or Manager is unavailable, or in the event of an area disaster (flood, earthquake, tornado, etc.).



## Director of Maintenance Job Description

- Must have valid class E license and valid insurance.

### **Supervisor:**

- Senior Director of Housing

### **Supervises:**

- Assistant Maintenance Superintendent
- Maintenance Manager
- Make Ready Manager
- Commercial Technician
- Indirectly- maintenance technicians, make ready technician, custodian

### **Salary and Benefits:**

- Full-time salary 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](mailto:hr@beyondhousing.org). For more information on Beyond Housing visit [www.beyondhousing.org](http://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.*

**ADA** – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The **Summary of Physical Requirements** is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

**Diversity & Inclusion Statement** At Beyond Housing, we are committed to promoting **Diversity, Inclusion, and Equity** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees' differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.