

CVG Properties – Maintenance Supervisor

TYPE OF WORK:

Maintenance Supervisor

SKILLS, KNOWLEDGE & PERSONAL CHARACTERISTICS:

General apartment maintenance experience, with knowledge of appliance repair, light carpentry, plumbing and electrical. Knowledge of safety procedures and ensures that all work in a safety conscious environment. With the ability to work under pressure of deadlines. Must be able to flex work schedule to accommodate after hour and weekend emergencies. Needs to have the necessary HVAC licenses & training, pool maintenance licenses and training. Experience in property management or management in a closely related field. Significant experience in plumbing, appliance repair, carpentry, and general maintenance repairs. The Maintenance Supervisor works with the On-Site Manager to ensure the asset is in compliance with all federal and state laws pertaining to the apartment industry including fair housing. Working together to maximize returns and income for the property.

SUMMARY OF FUNCTIONS:

Ability to perform highly skilled and specialized HVAC work at various communities. Continue to organize, coordinate and manage the overall maintenance program of home community including exterior property appearance, timely work order service, quality make-ready program, and cost-effective inventory control of the property. Responsible for maintaining the physical condition and appearance of the site. Required to be "on call" 24 hours.

MAJOR DUTIES AND RESPONSIBILITIES:

Duties may include, but are not limited to:

- 1) Diagnose and perform major, minor and routine maintenance/repair in a timely and professional manner. Assure all service requests are completed on a daily basis. Accurately document work performed on service requests, including parts. Complete renewal service requests in the same timely fashion. Follow-up on completed service requests to ensure satisfaction. Follow-up on incomplete service requests.
- 2) Promote good public relations with residents, direct reports, co-workers, and company staff through great "people" attitude and resident trust. Always display a friendly and courteous attitude towards residents and other employees. Never confront On-Site Manager or other employees in front of residents.
- 3) Inspect vacated apartments and complete make-ready checklist. Inform site manager of needed services and repairs. Routinely perform duties to restore apartments to "make ready" status. Re-inspect vacant apartments after make-ready has been completed to determine quality of work performed. Ensure adequate number of make ready units are available and that the products are up to company standards. Coordinate status of make readies with leasing staff.
- 4) Complete special projects as may be assigned and prioritized by the On-site manager.
- 5) Inspect exterior of the property. Perform building and common area upkeep on a daily basis in accordance with company standards. Assist in keeping grounds neat and free of litter.

- 6) Assist with the tenant improvements as required. Schedule make ready employees as necessary. Maintain an average of 50% of make-readies are market-ready on a monthly basis. Ensure vacant units are "trashed-out" within 24 hours of move-out.
- 7) Complete or oversee the completion of preventative maintenance. Maintain accurate records and provide resident training as required.
- 8) Order parts and supplies and maintain inventory, utilizing inventory system. Maintain shop appearance to standards to facilitate quick assessment of supply inventory. Maintain proper equipment, and equipment inventory to ensure warranty compliance.
- 9) Obtain bids and negotiate prices, as necessary, with vendors and contractors. Coordinate delivery and work schedules with vendors, contractors and On-site Manager.
- 10) Perform effective emergency maintenance (after hours) as required.
- 11) Coordinate maintenance objectives with the On-site Manager daily.
- 12) Perform, and report on, all work according to the safety standards of the company, OSHA and health codes. Perform work area clean-up on a weekly basis.
- 13) Perform HVAC trouble calls and complete HVAC repairs and replacements, as may be needed, on their own or another CVG community, within the guidelines of CVG, and the codes and laws as may be applicable.

ORGANIZATIONAL RELATIONSHIPS:

Reports directly to the On-site Manager at their home community. Has the primary authority to determine the exact "day-to-day" duties of the technician. This determination will take into consideration the technician's skills, experience and career goals, and how they best fit into the operational needs of the property. Works with other site managers, leasing personnel, other maintenance staff, property managers, construction division, and maintenance staff from other developments.

OTHER REQUIREMENTS:

Hours vary by community. Must have ability to be "on call" 24 hours per day, when scheduled.

Amount of Overtime: As needed for emergencies.

Physical Requirements: Extensive mobility and excellent physical condition. Ability to lift 100 lbs. necessary for installation and removal of appliances. Ability to operate all necessary hand tools to make repairs. Ability to kneel, crouch, climb, crawl, etc. to reach items in need of repairs. Ability to drive to and from job sites. Tolerance to all extremes of hot and cold weather, as may be necessary.

Tools:

Must be knowledgeable and skilled in the safe use and maintenance of the following:

- Hand tools: Various wrenches, screwdrivers, grips, sledge hammer, hammer, snips, post hole diggers, saws, etc.
- Power Tools: Wrenches, grinder, sander, drill, saws, etc.
- User-Moved Aids: Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, stepladders, full ladders, double ladders.
- Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand powered augers, etc.
- Measuring Devices: Voltmeters, ohmmeters, testing meters, PH tests, etc.

Transportation: Must have dependable vehicle to transport tools and equipment to other properties if need be. Must provide proof of liability insurance for same.

Education: High school education or trade school required. HVAC training a must, CAMT a plus.

Residency: Must be willing to live on property if required. Must meet the qualifications for residency in the community for which they have applied.

Bondable and Valid Driver's License.