



Job Description Maintenance Manager

SUPERVISION RECEIVED:

The Maintenance Manager shall be under the direct supervision of the Facilities Manager.

SUPERVISION EXERCISED:

The Maintenance Manager shall have direct supervision of the Maintenance Mechanics, Janitor, and Elite Force Trainees.

POSITION CLASSIFICATION:

Exempt.

DUTIES AND RESPONSIBILITIES:

1. Shall assist in the total maintenance and general upkeep of all developments as assigned.
2. Shall supervise maintenance employees on a day-to-day basis.
3. Perform, maintain and document weekly inspections of GHA's systems in accordance to the GHA maintenance policy.
4. Shall perform annual employee performance evaluations and bi-annual coaching meetings.
5. Develops and implements staff training plan with a goal of keeping maintenance staff up-to-date with the most cost effective maintenance processes and techniques.
6. Creates a daily emergency on-call schedule and provides a copy to the Facilities Manager.
7. Supports the mission and the vision established by the Authority's Board of Commissioners and CEO.
8. Shall be responsible for ensuring GHA meets its maintenance goals and objectives.
9. Provides the Facilities Manager with documentation of adhering to the preventative maintenance schedule.
10. Shall clean, repair and prep vacated units to make ready for new tenants.
11. Prepare maintenance and materials budgets for inclusion in the Authority's overall operating budget.

12. Shall be responsible for placing and maintaining GHA inventory, tools, supplies, equipment, in motor vehicle(s) assigned to the department.
13. Conducts annual inventory of fixed assets if necessary.
14. Shall ensure general upkeep of work area including organization of supplies and cleanliness of maintenance shop.
15. Schedules service maintenance on GHA vehicles bi-annually, to include battery, tires, parts, and other repairs.
16. Supervise, document and conduct quality control inspections of participants in GHA's JTEP and Elite Force Program.
17. Ability to respond to emergencies 24/7.
18. Schedule and monitor adherence to systematic programs of preventive maintenance.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of building and maintenance equipment, tools, equipment, materials, and practices of the building and mechanical trades.
- Must have the necessary knowledge and skill to supervise and direct maintenance crew in a manner conducive to full performance and high morale.
- Must have the ability to plan, assign, and coordinate complex and varied projects.
- Must have the ability to keep records and prepare reports accurately and communicate effectively both orally and in writing.
- Ability to work with a personal computer in a Windows environment including the ability to utilize word processing and spreadsheet applications such as Word and Excel and to utilize other standard or specialized software applications.

EXPERIENCE AND TRAINING:

- Must have a two year degree or equivalent vocational certifications and three to four years of experience in building maintenance, electrical, plumbing and general repairs. Industry certifications and accreditations a plus.
- Two to Four years progressively greater work responsibilities in building maintenance, electrical work, and/or plumbing to include experience supervising employees.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when

necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offer help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date

Salary Range:

Minimum: \$41,879

Maximum: \$65,204

