



Position Description

Position Title:	Maintenance Lead	Department:	Maintenance
Reports to:	Superintendent	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to coordinate with property operations management to ensure efficient and effective completion of maintenance tasks. This position performs a wide variety of tasks involving the supervision of maintenance activities and staff for Columbia Housing dwelling and non-dwelling facilities and grounds, storage areas and distribution systems, and automotive equipment at communities. The incumbent is responsible for overseeing maintenance training, reviewing and providing technical guidance to maintenance staff on assignments.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Oversees the work of maintenance staff, and provides functional supervision to staff including, but not limited to: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Develops operating procedures and controls for the various functional activities within maintenance operations.
- Monitors the day to day operations of the preventive maintenance program; schedules preventative maintenance for CH fleet. Identifies and reports high level problems to the Superintendent.
- Reviews work order materials and inventory and prepares tracking reports. Approves requisitions to support necessary supplies to comply with CH's maintenance program.
- Works with supervisors and management to assess the need for small and mid-sized projects; determines if internal staff can complete work or if the work would be more efficient or cost effective by being outsourced; assists in the development of capital needs for assigned property.
- Conducts unit needs assessment to anticipate needed materials for repairs and coordinates with vendors as needed; ensures compliance with procurement; reviews, assesses and ensures the efficiency and effectiveness of the work performed by vendors for quality, completeness and adherence to contract.
- Manages scheduled and annual maintenance work and/or replacement (e.g. carpet cleaning, elevator maintenance, periodic carpet replacements, unit turnover inspections); maintains detailed records to assist maintenance personnel with decisions related to scheduled asset replacement.
- Coordinates and oversees CH recycling program.
- Monitors all area expenditures by subordinates and maintains compliance with approved budget.
- Prepares input on estimated maintenance costs for the annual operating budget and monitors maintenance expenditures.
- Ensures safety compliance and onsite safety of all maintenance staff.



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- Submits and monitors requisitions and receipts for needed maintenance supplies and equipment and maintains inventory of maintenance materials, equipment, community facility equipment, and dwelling unit appliances.
- Coordinates training program for maintenance personnel and oversees on-the-job training of employees.
- Attends HUD training and ensures program compliance with Uniform Physical Condition Standards ("UPCS"); Obtains proper uniforms for staff.
- Inspects maintenance work performed by contractors and force account laborers.
- Oversees renovation of damaged properties.
- Oversees assignment, review and completion of high volume of work orders and ensures proper turnaround time for Public Housing Assessment System ("PHAS").
- Oversees and performs on-site radon inspections for all properties.
- Prepares and submits various reports, records and statistical information to management.
- Monitors the scheduling of emergency maintenance coverage, turnovers, rehabs, and service requests; ensures a 24- hour response time to service requests. Responds to emergency calls after hours and on weekends on a rotating standby and backup basis.
- Schedules or approves the scheduling of special remediation services such as mold detection, asbestos, air quality or other specialized services.
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.



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Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Considerable knowledge of the trade skills, methods, materials, tools and equipment used in maintaining dwelling and non-dwelling facilities and grounds.
- General working knowledge of all maintenance crafts.
- General knowledge of principles, practices, and techniques of procurement and budgeting.
- Ability to plan, organize and implement a facilities maintenance program.
- Ability to maintain adequate records and prepare clear and concise narrative and statistical reports.
- Proven application of the principles of supervision, training, motivation, and administration of performance evaluations.
- Strong communication skills.
- Proficient basic mathematical and statistical skills and ability to understand and interpret data, charts, and graphs.
- Ability to read and understand moderately complex repair and service manuals, diagrams, and instructions/warnings, operating instructions, plans and specifications.
- Ability to interpret complex laws, codes, and regulations.
- Ability to prioritize tasks and work in a fast-paced environment.
- Ability to maintain tact and professionalism in difficult situations.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

High School Diploma or GED and a minimum of six (6) years of experience in construction or maintenance, including a minimum of three (3) years of managerial or supervisory experience in maintenance construction or contracting. Any trades certifications or licenses, such as Journeyman Plumber, Electrician and HVAC are preferred. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under CH's automobile insurance plan at the standard rate.



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Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

To perform this job successfully, the employee should be able to successfully operate a variety of applicable hand-held tools and devices. Must have the ability to learn the use of other tools and devices as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to travel to and throughout various CH properties to clean and maintain grounds. Daily movements include sitting; standing; reaching and grasping; moving about the properties; and attending onsite meetings and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment. The position requires the availability to work outside of the established CH working hours.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]