



## Position Description

<b>Position Title:</b>	Superintendent - Maintenance	<b>Department:</b>	Maintenance
<b>Reports to:</b>	Regional Property Managers	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	February 2020

### Summary

The primary purpose of this position is to oversee the Maintenance Department of Columbia Housing. The incumbent is responsible for the tracking and monitoring of facility repair, maintenance of systems and equipment, maintenance of buildings, grounds, request for service, and utility systems of Columbia Housing properties and communities. The incumbent also leads the warehouse, work order and fleet operations, and is responsible for overseeing maintenance training, reviewing and providing technical guidance on assignments, and supervising maintenance staff and supervisors.

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, providing functional supervision to supervisors and maintenance staff, including: 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.
- Plans, organizes, schedules, and implements programs for all types of maintenance and establishes objectives and priorities. Reviews and performs quality control checks on maintenance, inventory and supply processes, budgets, and work order completion.
- Participates in the development of scopes of work, requests for proposals (RFP's), invitations for bids (IFB's), requests for quotation (RFQ's), or indefinite-delivery, indefinite-quantity (IDQ) proposals. Meets with contractors, vendors, suppliers or other individuals regarding property needs.
- Assists Community Manager in reviewing property budgets related to maintenance operations.
- Schedules, coordinates and oversees major systems repair and maintenance of CH's facilities and ensures associated housing properties are in compliance with appropriate building codes and specifications.
- Tracks, schedules, and accompanies Inspectors of systems requiring federal, state, or local compliance regulations; maintains inspection reports and certificates.
- Develops preventive maintenance program in conjunction with Operations, and Development/Capital Planning.
- Monitors specialized contracts for services performed in assigned facilities and developments; identify contract violations and service problems; resolves or reports contract violations and informs Property Management as appropriate.
- Serves as back-up to the Inventory Control Lead in his/her absence.
- Oversees vehicle fleet to ensure all CH vehicles are properly maintained and assigned.
- Attends and participates in monthly board meetings, as requested.



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- Coordinates with the Capital Asset Manager on the development, design, execution, and close-out of Capital Improvement projects and other substantial rehabs and repairs.
- Oversees all facets of transportation to include purchasing, maintaining electronic databases of sales, registrations, inspections, licensing, and maintenance.
- Manages maintenance activities on utility systems to provide continuous supply of heat, steam, electric power, gas, or air required for operations.
- Reviews production, quality control, and maintenance reports and statistics to plan and modify maintenance activities.
- Inspects operating machines and equipment for conformance with operational standards.
- Plans, develops, and implements new methods and procedures designed to improve operations, minimize operating costs, sustainability initiatives, energy efficiency, and effect greater utilization of labor and materials.
- Reviews job orders to determine work priorities.
- Requisitions tools, equipment, and supplies required for operations.
- Directs training of workers to improve work performance and acquaint workers with CH policies and procedures.
- Confers with management, to resolve maintenance problems and recommend measures to improve operations and conditions of facilities and equipment.
- 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.
- Knowledge of applicable federal, state and local laws, regulations and guidelines.
- 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 written and verbal communication skills.
- Proficient basic mathematical 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/warning, operating instructions, plans and specifications.
- Ability to interpret complex federal, state, and local housing 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 employees, officials, suppliers and the general public.

### Education and/or Experience

High School Diploma or GED and a minimum of eight (8) years of experience in construction or maintenance, including a minimum of five (5) years of managerial or supervisory experience in maintenance construction or contracting. Any certifications or licenses, such as electrician, plumber or 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.

### Technical Skills



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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.

### 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 often required to travel to various CH properties and other offsite locations. Daily movements include driving; sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport over 25 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. This position may be required to work with contractors as well as CH residents. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**