

Candidate Name:**Maintenance Supervisor****1. What computer software do you have experience with?**

A: Do they have experience with Yardi, Yieldstar, Level 1, On-site, MS Office Suite, etc.

2. Tell me about your most current job or position. What are/were your major responsibilities/duties?

A: Do the skill sets needed in their current job transfer over to this position? Do they speak negatively about their previous job/employer--this could be a red flag.

3. Why are you looking to make a job change?

A: Why are they leaving? What was the cause? Could that cause be a potential problem for their relationship with Essex? If they are unemployed, why did they leave their last job?

4. How long does it take to turn a typical unit? And what are the general steps taken to get the unit ready?

A: This goes to sense of urgency and whether they realistically know how long it takes and can typically get unit turns done in an appropriate amount of time. Differing companies have vastly different expectations on turn-time. The general steps will give you an idea of the candidates experience turning units; were critical steps left out?

5. Tell me how you organize and distribute work tasks for your group or team to ensure that they are done satisfactorily and within deadline and/or budget?

A: Here you need to do more listening than talking. Let them tell you about work-order and unit turn boards, about morning and afternoon meetings with staff and regular updates to the day's progress. Don't give them the answer when asking the question - a great candidate will tell you what you want to hear!

6. What tasks do you enjoy doing the most? Least?

A: If they dislike doing something that is a common task at your property, then you have a red-flag. Do they only do their job or will they pitch in and care about property cleanliness and curb-appeal. "Not my job" is not a good answer here.

7. Have you had any experience running multi sites? How many? Total units?

A: They may be called upon to work with multiple sister properties so see if they have done it before. Also goes to flexibility.

8. Have you established a preventative maintenance program in the past year? What does it include and how was it accomplished?

A: Can they identify problems that could reoccur or be more pervasive than a single maintenance task? Have they created a formal program or at least implemented one?

9. Tell me about your process in getting bids to outsource work to a vendor?

A: Do they get multiple bids? Check with area properties to see who is the best? Care about pricing? Do they outsource appropriately?

10. Do you have lead certification or training? What other certifications do you have?

A: Does their experience match your needs?

11. Tell me about a time when you noticed that your team member had not been paying attention to a lot of detail. What did you do to coach this team member?

A: Can they deal with issues or will the PM have to? What is their "management style"? Do they have the skills to deal with "problem" employees?

12. How have you adjusted your management style when your team was not meeting performance objectives?

A: Can they transition to authoritative while maintaining professionalism and empathy? Can they get more done when necessary and "push" employees appropriately?

13. Do you make schedules, track turns, delegate, and mentor currently?

A: Can they do this or will the PM do it? Do they meet regularly with staff and manage expectations of the company and PM? Have them give specific examples of each area mentioned. Remain silent and let them answer each portion.

14. Describe a time when you were not able to deliver a product or service to your customer as promised or on time. What was the reason and how did you resolve the situation?

A: Did they mention communication to resident and manager? Disappointment is a direct result of poorly managed expectations so communication is critical here.