

Maintenance Supervisor Job Description

COMPENSATION

Position is non-exempt and eligible for pre-approved overtime. Eligible for commissions and annual bonus as defined under current programs.

POSITION SUMMARY

The person in this position is responsible for all maintenance aspects of the community's operations and objectives. Accountable for: operating the property budget with the primary objective of increasing the Net Operating Income (NOI), maintaining the physical asset, providing a quality living environment for residents, and establishing a positive and productive working relationship with the staff. Depending on asset size and staffing level, the person in this position may be required to be "on-call" for after-hours emergencies. This position reports to the Community Manager or Sr. Community Manager.

KEY RESPONSIBILITIES

Key responsibilities of this position include, but are not limited to the following:

- Oversees the day-to-day maintenance operations of the community, including but not limited to: work orders, unit turns, curb appeal, vendor and inventory management, and preventative maintenance
- Maintains cost per turn within budget & ensure make ready days are 7 days or less or as defined by Regional Manager (for renovation properties)
- Manages expenses closely and within budget, communicates any overages in advance, actively pursues expense savings.
- Manages and/or facilitates capital and renovation projects, collaborating with corporate departments
- Effectively manages personnel throughout their employment lifecycle, i.e., selection through separation. This includes candidate selection, career planning and development, accountability and performance management, and recognition
- Maintains the highest level of customer service for prospects, residents, vendors, and corporate departments
- Compliance with company standards as defined in the Human Resources Policy Manual, Operations Playbook and applicable laws, e.g., Fair Housing, Landlord Tenant, Local Building Codes, OSHA, and EEOC

ATTENDANCE

Position requires ability to work any of the 7 days of the week, 52 weeks of the year. It is critical that individuals possess the ability to work their scheduled hours plus any other hours necessary to complete the job and must attend training classes as scheduled. Work schedules and location assignments are subject to change. Ensure compliance with time management policies including meal and rest periods.

MINIMUM JOB REQUIREMENTS

- High school diploma or equivalent, college and/or trade school preferred
- Relevant certification (e.g., HVAC, CPO) strongly preferred
- Two to five years property management experience preferred or related management experience
- Proven ability to supervise staff of two or more associates
- Proficient knowledge of electrical, plumbing, and appliance repair with hands on experience
- Knowledge of environmental/industrial hazards (i.e., asbestos, lead, mold, radon) as they apply to residential housing
- Proven organizational and time management skills
- Valid driver license and automobile insurance
- Ability to read and write English; speak English and understand spoken English
- Competent understanding of the Microsoft suite, property management software preferred

PHYSICAL REQUIREMENTS

- May be exposed to constant activity that requires intermittent standing, bending, crouching, pushing/pulling, lifting/moving/carrying (light to heavy weight material/appliances/ equipment), climbing ladders/stairs, and walking on rooftops
- Requires manual dexterity sufficient to operate small-motorized equipment (i.e., repetitive hand/wrist, gripping and elbow motion)
- Must have normal range of hearing, vision, color discrimination and depth perception for proper operation of machines and equipment
- Requires the use of appropriate safety equipment (e.g., back belts, goggles, masks, gloves, etc.)

Maintenance Supervisor Performance Standards

The purpose of the performance standards is to outline more specifically the details of the position. This is not an all-inclusive list, and duties specific to another position may be assigned to you.

COMMUNITY OPERATIONS

- Identify and resolve routine maintenance issues, including building exteriors and major mechanical systems
- Regularly walk community (completing written documentation of findings at least quarterly), to identify issues related to maintenance, life safety, and conditions that are reasonably likely to lead to property damage. Identify and report ideas to generate additional revenue (e.g. garage or storage additions)
- Prioritize and report, in writing, issues of life-safety and conditions that may lead to property damage to the Community Manager and Regional/Area Manager. If the situation is not resolved in a reasonable timeframe, submit a written report to the Division Manager, VP of Operations and Division Manager of Capital and Maintenance Services
- Ensure units are returned to rent-ready status within 5 days of vacancy or as directed, verifying adherence to company standards
- Maintain adequate inventory levels
- Effectively manage vendors to ensure high quality and timely completion of work
- Identify capital improvement that would increase safety/revenue
- Actively participate in the preparation of Project Status Reports (PSR) used in the budgeting process, and complete approved projects in accordance with the scope of work

FISCAL MANAGEMENT

- Actively participates in budget preparation
- Ensure Purchase Orders are processed per company policy and maintain monthly service contracts as required

LEADERSHIP/PERSONNEL MANAGEMENT

- Interacts productively with coworkers, vendors, prospects and residents in a professional manner
- Maintains a professional appearance at all times
- Accepts responsibility for the success/failures of the community
- Actively provides coaching and additional training (hands-on technical as well as administrative duties) for associates; ensures required trainings have been completed
- Responsible for all aspects of their associates lifestyle (i.e., selection through separation)
- Actively fosters a culture of teamwork and cooperation among associates
- Holds associates accountable for quality of work and timeliness of service
- Complies with requests from HR/Payroll and all other corporate departments in a timely manner
- Coaches staff regarding opportunities for growth and improvement
- Participates in annual performance reviews
- Delegates tasks and responsibilities to appropriate associates and establishes priorities

CUSTOMER SERVICE/MARKET KNOWLEDGE

- Responsible for ensuring that the physical appearance of the community complies with company standards
- Completes service order requests within 24 hours of receipt, ensures quality work is performed by team, and follow up is completed
- Records all water intrusion service requests per the Mold and Mildew Policy, escalating to Community and/or Regional Manager when necessary
- Reviews Reputation Management reporting and responds accordingly

ADMINISTRATION/OTHER DUTIES

- Adapts to change and follows instruction
- Receives constructive feedback in a professional manner
- Completes error free, high quality reports in a timely manner

- Proficient in computer/mobile device applications and usage as it relates to any job requirements
- Completes all company required training in a timely manner

Maintenance Supervisor Acknowledgment

This job description is not an all-inclusive list of functions and tasks. Job functions may be added, deleted or modified at any time by your management team. Receipt or possession of this job description does not constitute a contract of employment.

I acknowledge I have reviewed and am in receipt of the Maintenance Supervisor Job Description related to my position with Essex Property Trust.

Employee Signature

Date

Manager Signature

Date

Printed Name

Printed Name