

MAINTENANCE SUPERVISOR: QUALIFICATIONS, DUTIES AND RESPONSIBILITIES

1. CLASSIFICATION SUMMARY

a. Under direction, the Maintenance Supervisor plans, coordinates and supervises the maintenance of buildings, equipment, facilities and grounds; performs unskilled and semi-skilled tasks in the maintenance of multifamily rental units and grounds as required to protect the marketability of the property.

b. The Maintenance Supervisor works independently and reports directly to the Resident Manager. He or she will plan and supervise the work assignments of all requests for repairs, and all maintenance tasks generated at the complex. The Supervisor will establish priorities and work schedules for maintenance Personnel. He may receive complaints originating from tenants, staff at the complex or HUD. He or she will also give special instructions to maintenance personnel, and provide assurances that the prerequisite for high-quality maintenance are maintained in accordance with those established by the managing agent. He or she will maintain accurate records utilizing work orders, and will maintain and prepare job cost reports and man hour and job standard performance reports.

c. The Maintenance Supervisor is responsible for planning, organizing, and assigning tasks, and making changes in work loads within the complex. He or she may also reassign his or her regular staff to expedite production schedules and is responsible for delays and back log of deferred maintenance; consults with residents and the Property Manager when additional staff is needed or disciplinary action is required pertaining to maintenance personnel.

2. DUTIES AND RESPONSIBILITIES

a. The Maintenance Supervisor will review and take corrective action on difficult complaints regarding tenant's maintenance requests. The Supervisor will establish work schedules for maintenance personnel for the most efficient and economical methods in handling maintenance and repair requests. He or she will estimate man hour allocations and staffing needs for various tasks and reassign personnel in direct relation to priorities, work schedule, and changes in work conditions. He or she will confer with the Property and Resident Manager on major operating problems and will make recommendations for needed changes in the maintenance programs.

b. Perform repairs in regard to complaints received from residents and keep permanent records of same by using Eugene Burger Management Corporation work order form.

c. Complete all preventive maintenance requirements, as outlined on the Preventive Maintenance Chart, and keep records by up-dating the chart and preventive maintenance



logs.

d. Conduct and perform monthly safety inspections and meetings as outlined in the Eugene Burger Management Corporation Manual and keep proper records of same.

e. Keep the Resident Manager informed of current corrections to annual HUD Physical Inspections and Physical Inspections conducted by the Eugene Burger Management Corporation.

f. Perform and coordinate janitorial, painting and repairs to vacant units in a timely manner, enabling the manager to rent units in a minimum of time.

g. Assist the Resident Manager in performing "move in, move out" inspections using the Eugene Burger Management Corporation "Move in, Move out" Inspection Form.

h. Perform periodic light inspections of common areas as directed by the Resident Manager to detect lighting or security hazards.

i. Establish and follow a work priority system as outlined in the Maintenance Priority section of this manual.

j. Develop a written schedule and supervise the performance of other maintenance staff; i.e. landscaping, janitorial, painting, etc.

k. Assist in the progress inspections of on-site work performed by outside contractors.

l. Complete the administrative section of the Eugene Burger Management Corporation Work Order Form with adequate documentation to enable the Resident Manager to charge residents for damages.

m. Assist Resident Manager with annual inspection of units.

n. Follow a redecorating schedule keeping proper records on items such as appliances, carpets, painting, drapes, and floor tile.

o. Keep an up-dated list of appliance serial numbers by unit number and common area location.

p. Order and pickup maintenance supplies and materials as directed by the Resident Manager, using the Eugene Burger Management Corporation Manual as a guide.

q. Maintain storage and work areas in a neat, safe, and secure condition.



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3. BROAD SCOPE OF DUTIES

Perform minor repairs to building appliances and fixtures; change locks; replace floor tile; unstop clogged drains; repair or replace plumbing fixtures; patch holes in walls; replace faucet washers; perform roof repairs; spot paint exteriors; paint building interiors; assist resident manager, operate lawn care equipment; clean unit interiors; perform miscellaneous carpentry repairs; perform minor masonry duties, maintain supplies and records.

4. EXPERIENCE AND EDUCATION

Knowledge in all building repair trades, purchasing procedures and practices, work safety requirements, janitorial painting and repair procedures.

5. QUALIFICATIONS

High school education or the equivalent of an apprentice program or trade school in the building trades. Three year full-time building maintenance experience or experience in a related building trades field consisting of repairs, refurbishing, cleaning, heating, and maintenance administration.