PROPERTY MAINTENANCE MANAGER
TRANSACT HOPE INC

Working Title: Property Maintenance Manager

Regular Hours or Shift: As necessary/On Call, average 15 hours per week, more during special projects

Approximate date duties began:

Supervision exercised over this position: ( ) Close ( ) Limited (X) General

Does this position supervise other permanent positions? ( ) Yes (X) No

POSITION SUMMARY (Describe the major responsibilities of this position.)

Responsible for the overall management of assigned mobile home units to satisfy the requirements of the ownership and tenants, to preserve and increase the value and integrity of the properties and to meet the financial objectives of the ownership and management.

The Property Maintenance Manager will be responsible for investigating and resolving tenant and participant complaints; enforcing rules of occupancy; inspecting vacant units and performing/supervising repairs.

The physical upkeep of mobile homes can be separated into 2 types: routine maintenance and property repairs. Routine maintenance must be carried out on a regular basis to ensure the property stays in good shape. Such duties include: conducting regular property inspections, making sure the lawn is mowed and snow removal is done, replacing worn-out furnishing, and servicing the heating, cooling and electrical systems. While a Property Maintenance Manager can perform routine inspections and simple fixes by himself, he may need to enlist the help of professionals for bigger repairs. For this purpose, a Property Maintenance Manager will have a have a list of approved, reliable contractors to use.

Tenant/Participant Relations

- orient new tenants and program participants to the property
- investigate and resolve tenant and program participant complaints and concerns in a timely and efficient manner
- Monitor tenant and program participant compliance with occupancy policies and inform Executive Director/Board of issues
- Maintain timely communications with residents, Executive Director, and Board

Maintenance

- Monitor and complete maintenance and repairs in a timely and cost-effective manner
- Promptly notifies the Executive Director, Board, or designee when major repairs/maintenance work is needed
- Ensure security of premises and maintain security devices
- Organize incoming and outgoing inspections and prepare inspection reports
- Implement preventative maintenance programs
- Perform regularly scheduled property inspections, including interior and exterior inspections
- Schedules, performs, and records preventative maintenance checks
- Oversee capital improvement projects
- Repairs minor plumbing problems such as plugged drains, flush valves, toilet seats, and leaks
- Conducts minor repairs of building, equipment, and furniture.
- Performs painting (indoor/outdoor) along with finish and / or repair.
- Performs routine HVAC equipment maintenance (replaces filters, belts, greases parts, etc.)
- Maintains working smoke and Co2 detectors
- Negotiate and manage contracts with outside vendors
- Recruit and manage volunteers for maintenance projects
- Oversee volunteer work done on projects
- Complete work orders and keep Executive Director/Board informed of all repairs and issues

Miscellaneous

- Purchase supplies and repairs per policy
- Making decisions regarding repairs and issues per policy

Education and Experience

- working knowledge of contracts and agreements
- working knowledge of building and grounds maintenance
- working knowledge of mobile home maintenance
- ability to effectively supervise volunteers

Key Competencies

- Ability to communicate effectively
- Negotiation skills
- Customer service orientation
- Planning and organizing
- Attention to detail
- Independent decision making skills
- Resource management
- Data collection and management
- Supervisory skills
- Ability to understand and carry out written and oral instructions
- Ability to maintain confidentiality
- Driver's license required

PHYSICAL DEMANDS:

- Frequent standing, bending, stooping, climbing.
- Lifting or carrying materials weighing a minimum of 55 pounds.
- Pushing and pulling objects up to 100 pounds.
- Frequently outside and exposed to differing levels of temperature, humidity, noise and vibration.
- Work environment dealing with mechanical and electrical hazards.

This position description is intended to identify the major responsibilities and requirements of the job. The Property Maintenance Manager may be requested to perform job-related responsibilities and tasks other than those stated on this description.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

TransACT Hope Inc is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, TransACT Hope Inc will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.