



Fortis Property Management Job Description

| | |
|--|-------------------------------------|
| Job Title: Maintenance Supervisor | Weekly Hours: 40 |
| Department: Maintenance | Prepared by: Human Resources |
| Reports to: Community Manager | Date:3/1/2021 |

Position Overview:

The Maintenance Supervisor is responsible for the total on-site maintenance of the assigned Community.

Principal Duties and Responsibilities (Essential Functions):**

Under the direction of the Community Manager they are responsible for:

Financial

- ☞ Achieve budgeted maintenance expenses
- ☞ Assist in the achievement of the annual budget plan
- ☞ Make recommendations to the Community manager in regards to the purchasing of supplies and equipment

Facility Management

- ☞ Physical condition of the community, including the condition of vacation apartments
- ☞ Advise the Community Manager of maintenance problems and solutions
- ☞ Ensure all work orders are completed in a timely fashion
- ☞ Provide same day services on work orders
- ☞ Walk the community daily noting needed repairs
- ☞ Knowledge of all utility cut offs
- ☞ Establish and maintain preventive maintenance program
- ☞ Carefully monitor turnover trends
- ☞ Daily communication with the Community Manager to discuss progress, follow-up, or complications regarding maintenance activities
- ☞ Participate in the development and implementation of an ongoing property maintenance and improvement plan
- ☞ Produce 5 day turns on vacant units
- ☞ Assume emergency on-call duty status as scheduled by yourself and the manager
- ☞ Maintain maintenance shop

Tenant Relations

- ☞ Provide superior customer service
- ☞ Follow up on work orders to ensure the highest quality of customer satisfaction
- ☞ Risk Management adherence to ensure resident, associate, and visitor safety as well as property safety

Staff Relations and Administration

- ☞ Maintain a professional image and attitude and expect the same from all maintenance associates
- ☞ Adherence to and proper implementation of all Fortis Properties Management policies and procedures
- ☞ Assign daily work duties to service staff
- ☞ Schedule on call maintenance coverage, in partnership with the manager
- ☞ Knowledge of and adherence to the following:
 - Fair Housing policies and procedures
 - ADA, OSHA, and EPA policies and procedures
- ☞ Other duties as needed or required

Supervision Received:

The Maintenance Supervisor will report to the Community Manager and/or Assistant Manager.

Supervision Exercised:

The Maintenance Supervisor will oversee all on-site maintenance associates and all outside contractors employed by Fortis Property Management and who work at the community in a maintenance related capacity

Qualifications & Skills:

☞ Education

- High School graduate or equivalent
- Vocational/Technical school and/or college
- Continuing Education

☞ Experience

- 2-3 years prior property maintenance experience or related field
- 1 year supervisory experience

☞ Special Skills

- HVAC Certification
- General property operations
- Journeyman's understanding of HVAC systems, appliances, plumbing, and electrical systems
- Pool care
- Equipment/Irrigation and Electronic Access Gate repair
- Strong communication skills both orally and written
- Good decision making ability

- Professional image
- Leadership skills
- OSHA Compliance