

Position Description

Position Title: Maintenance Supervisor	Supervisor: Dir. Of Building Operations
Department: Building Operations	FLSA Status: Full Time
Supervises: Building Operations	Last Revised: September 2021

Position Summary

The Maintenance Supervisor is an important position at The Farms at Bailey Station and to be successful requires a number of specific mechanical related skill sets, a strong customer service focus, and the ability to work well at all times with fellow staff, residents, vendors, etc. The Maintenance Supervisor position reports directly to the Director of Building Operations and plays an essential role in the effective and efficient operations of The Farms community. The Maintenance Supervisor will supervise the maintenance of the buildings, grounds, security, and mechanical assets of the Community. This person responsibilities include but are not limited to interfacing with the Residents, Vendors, Department Managers, and staff.

Essential Duties and Responsibilities

The following list is intended to identify the usual and customary duties and responsibilities of this position. While the list identifies this position's primary duties and responsibilities it should not be viewed as limited to just items those listed. The Farms at Bailey Station is a complex organization and there may be situations, issues and/or circumstances that arise that will require this position to provide help and support outside of their normal duties. In those situations, issues or circumstances, other duties may be required and assigned.

Duties and Responsibilities

1. Providing effective leadership by developing relationships with Residents, Staff, and other business partners to ensure we are delivering quality service to our residents within a highly engaging working environment.
2. Formulating and implementing tools for effective training/evaluations and methods for follow-up.
3. Championing the resident experience and leading the team to create best in class practices for customer service that lead to elevated levels of resident satisfaction.
4. Reviewing and addressing the concerns, ideas, and suggestions that are presented by residents and staff to determine their value to the community.
5. Assuring that all services and programs are following federal, state and/or local laws and statutes.
6. Supervising of Maintenance, Engineering and Grounds departments; coordinate the staff for maintenance and repair of all Mechanical / Electrical / Plumbing systems, fixtures in apartments and communal areas, ascertaining that all physical aspects of the buildings are in working order.

7. Directly supervises employees in the Building Operations department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees.
8. Assist in hiring of Maintenance & Engineering staff, providing training to staff in all aspects of their duties; provide input to the Director, Plant operations for performance evaluations.
9. Maintain Quality Control and Preventative Maintenance Programs; Plan, schedule and oversee all preventative & Scheduled maintenance operations. Order & Inventory all Maintenance & Engineering supplies.
10. Assist in Project oversite relating to Maintenance, Engineering & grounds.
11. Develops, implements, and updates maintenance policies and procedures.
12. Monitors and maintains the Community in a safe and acceptable condition; Inspecting Community to make corrections that do not meet departmental standards.
13. Ensures vendor transactions and outside services are properly completed and/or supervised in accordance with contracts.
14. Assist in developing the Capital Budget and annual maintenance budgets; maintain budget within budget guidelines.
15. Keeps records in accordance with Fire, Life, and Safety Codes.
16. Available to resolve emergencies on a 24/7 basis.

The Farms Standards of Excellence

As a member of The Farms at Bailey Station Team, the Maintenance Coordinator is responsible for understanding and performing in manner that is consistent with the expectations outlined in The Farms Standards of Excellence.

1. I am a service professional responsible for creating personal and memorable experiences daily.
2. I seize every opportunity to anticipate and exceed the needs of our residents and guests.
3. I give everyone a warm welcome, making eye contact, smiling, and addressing by their preferred name.
4. I take ownership of all special requests and concerns to satisfy my Residents and Guests.
5. I am empowered to address and resolve any issue brought to my attention.
6. I uphold the reputation of my community by always using polite language and maintaining a professional demeanor.
7. I foster a positive service environment at our community by actively seeking out opportunities to help my teammates.
8. I take personal responsibility for maintaining a positive first impression of myself, our work areas, and our community.
9. I am responsible for protecting our community's assets and creating a safe, secure, and accident-free environment.
10. I protect the privacy of our residents and community by ensuring all personal and company information is kept confidential.

Initial training and discussion on the Standards will be provided at orientation. Additional training will be provided at other times throughout the year.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Educational Requirements and Experience:

1. Five years or more of experience in Plant Operations or a similar level of experience.
2. Extensive knowledge of HVAC, Electrical, and Plumbing systems.
3. Valid EPA 608 Universal Certification.
4. Knowledge of building systems (drywall, painting, carpentry, etc.).
5. Computer experience in Microsoft Outlook, Word, and Excel.
6. A valid driver's license required.
7. Superior communication and organizational skills.
8. Strong leadership skills with an emphasis on customer service.
9. Ability to effectively build and maintain relationships with Residents & Staff.

Knowledge, Skills and Abilities:

- Language Ability:
 - Ability to communicate effectively in writing and speaking the primary language of the residents.
 - Ability to read and interpret documents such as safety rules, operating, and maintenance instructions, and procedure manuals.
 - Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- Mathematical Skills:
 - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.
- Cognitive Demands:
 - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Computer Skills:
 - Ability to use Microsoft Windows, including Word and Excel. Ability to use email and the Internet.
- Competencies
 - Must demonstrate an interest in working with a senior population.
 - Interacts with guests, residents, and staff in a courteous and friendly manner.
 - Responds promptly to resident needs.
 - Supports organization's goals and values.
 - Balances team and individual responsibilities.
 - Manages people effectively by taking responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products, and services.
 - Provides leadership by exhibiting confidence in self and others; Inspires and motivates others to perform well.

Environmental Adaptability

- Works both indoors and outdoors.
- Possible exposure to high heat and cold temperatures.
- Possible exposure to heights over six feet, working in confined areas, working with skin irritants, chemicals and radiation.
- Possible exposure to unpleasant odors.
- Possible exposure to chemicals as identified in the MSDS Manual.
- Continuous exposure to residents who are ill, confused, irritable and irrational.

Physical Requirements

The physical demands described below are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the Team Member is regularly required to walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The Team Member is frequently required to stand; climb or balance; stoop, kneel, crouch, or crawl. The Team Member is occasionally required to sit. The Team Member must regularly lift and /or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.