

**Position:** Maintenance Supervisor-Residential  
**Supervisor's Title:** Property Manager  
**Status:** Exempt/Full-time

---

### **Job Description**

This position will supervise and manage all aspects of property maintenance and its related budget of their assigned community. Responsible for hiring, managing, and leading the maintenance team according to Dwoskin policy. This position is responsible for the maintenance and general upkeep of occupied and vacant apartment homes, property common areas, buildings, and equipment. On occasion will be asked to assist with the distribution of management notices, informational flyers to residents and assist with resident functions.

### **Maintenance Supervisor Responsibilities**

- Responsible for all aspects of maintenance personnel management including interviewing, hiring, and timely performance (positive and constructive) feedback and annual reviews.
- Conduct weekly/monthly meetings with maintenance team.
- Review daily timesheets to ensure all tasks are entered into the computer system.
- Distribution of service tickets to staff and ensuring these are completed in a timely manner and according to policy. Ensure the timely completion of service tickets in work order management software.
- Maintain and update Status/Ready Boards for all turnarounds in compliance of 7-day turn policy. Oversee coordination of vendors/staff to complete quality turnaround and inspection of final product.
- Coordinate with vendors to ensure contracted work is scheduled and completed per scope.
- Prepare scopes and obtain bids for non-recurring projects, turn around and other recurring contracts.
- Manage and purchase maintenance supplies/inventory according to Dwoskin purchase order policy and within budget constraints.
- Maintenance of capital, mold, and preventative maintenance logs.
- Conduct move-in/move-out inspections and assess any charges, if applicable.
- Coordinate semi-annual apartment/community preventative maintenance.
- Manage property key control according to Dwoskin policy.
- Recommend capital improvements and assist with budget preparation.
- Manage and assist with the following duties:
  - Apartment turnaround to include paint preparation, appliance, electrical, HVAC, plumbing, carpentry, and general repairs according to Dwoskin policies and procedures.
  - Similar maintenance repairs (mentioned above) in occupied apartments.
  - Installation of appliances and water heaters.
  - General building maintenance.
  - Pick-up trash, cigarette butts and other general waste products from the grounds and property common areas.
  - Watering of plant materials.
  - Snow removal.
  - Delivery of notices/flyers to residents' doors.
  - Maintenance of Pet Stations (clean out trash cans and refill doggie bags).
- Assist with set up of and occasional participation in resident functions.
- Comply and enforce all OSHA regulations.
- Communicate daily the status of pending maintenance projects and issues.
- Perform other related duties as required or assigned.

### **Qualifications**

- High School diploma or equivalent with additional formal education or trade certifications.
- 7-10 years' previous management experience in the maintenance field is required.
- CFC certification and HVAC license preferred.
- Basic level of knowledge with Microsoft Office Suite including Outlook, Word, PowerPoint, and Excel.

- Experience with Yardi Voyager or another equivalent system is preferred.

### **Skills and Requirements**

- Excellent customer service and interpersonal skills with the ability to relate to others and communicate with all levels of management effectively and sensitively.
- Excellent interpersonal skills to communicate with all levels of management effectively and sensitively.
- Strong leadership, communication, and customer service skills.
- Ability to work independently and prioritize effectively in a fast-paced environment with a strong sense of urgency.
- Ability to relay technical concerns with adequate detail, quickly and accurately.
- Capability to read, write, comprehend, and converse in English.
- Ability to use general office equipment, such as telephone, fax machine, printer, copier, and key track system.
- Strong organizational and time-management skills.
- Ability to cope with and defuse situations involving angry or difficult people.
- Must maintain a valid driver's license, clean driving record and current auto insurance. Management reserves the right to review annual DMV reports for all incumbents in this position.
- Must be proficient with most of the tools and equipment appropriate to job responsibilities.
- Must comply with all safety requirements.
- Sensitivity to confidential matters is required.
- Required to complete and successfully pass the AJ Dvoskin Fair Housing, Diversity, and Inclusion Training within the first 30 days of employment.

### **Scheduling**

- Required to maintain a regular schedule which may require working overtime, weekends, and holidays.
- Must be "on call" in emergency situations and be always available via telephone for "on call" staff to provide direction as required.
- May be required to aid during staffing deficiencies on-site.

### **Physical Requirements**

AJ Dvoskin will make reasonable accommodations to enable individuals with disabilities to perform the essential functions. The physical requirements include, but are not limited to:

- Ability to lift, push and pull up to 100 pounds.
- Ability to walk around the property several times daily - up to 10 miles a day.
- Ability to walk on uneven surfaces.
- Ability to climb several flights of stairs several times daily.
- Hearing and visual ability to observe and detect signs of emergency are required.
- Must be able to sit, stand, reach, bend, and stoop for extended periods of time.
- Ability to use standard maintenance equipment.
- Talking and expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make discriminations in sounds.
- The ability to match or detect differences between colors, including shades of color and brightness.
- Ability to compare, copy, coordinate, synthesize, negotiate, communicate, various types of information and provide instructions.
- Ability to tolerate stressful situations.
- Ability to work under minimal to moderate supervision.

The job duties for this position may not be limited to only those outlined in this job description. Management reserves the right to make modifications and changes to these duties at any time to meet the needs of the business.

### **Diversity**

Diversity creates a healthier atmosphere. AJ Dvoskin is an Equal Employment Opportunity/Affirmative Action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age,

national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.