



The Sexton Companies

JOB DESCRIPTION

POSITION TITLE: MAINTENANCE SUPERVISOR
POSITION REPORTS TO: PROPERTY MANAGER
DEPARTMENT: PROPERTY MANAGEMENT
SUPERVISORY RESPONSIBILITY: MAINTENANCE TECHNICIANS, PUNCH OUT AND GROUNDS PERSONNEL

JOB SUMMARY:

An apartment Maintenance Supervisor oversees a team performing resident service requests, repairs on plumbing, electrical, and HVAC systems, maintaining common areas and grounds, preparing vacant apartments for new residents and conducts preventive maintenance to ensure resident comfort, safety, and property upkeep. Serves as the liaison with residents, property manager and outside contractors. Maintains detailed maintenance records in the property manager software program. Perform tasks by following company standards regarding vendors, approvals, and financials guidelines.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Repair & Maintenance:

Responsible for the oversight of repair issues with plumbing, electrical, and HVAC systems, as well as other equipment like appliances and light fixtures. Performs hands on maintenance as required to achieve goals. Utilizing and follow the maintenance work order system process. Responsible for preparing apartments timely between residents. Maintains swimming pools and other property amenities if applicable.

Preventive Maintenance:

Perform and/or supervise routine inspections and complete maintenance of grounds, vacant apartments, occupied apartments and buildings to prevent future problems and ensure the community's short and long-term condition.

Resident Service:

Assure prompt response to resident maintenance requests, providing reliable and timely service to ensure resident satisfaction. Perform and/or supervise snow and ice removal according to the Sexton Company policy.

Apartment Turnovers:

Manage and carry out execution to prepare vacant units for new residents by performing necessary repairs, and updates to Sexton Company market ready standards. Coordinate with outside vendors for specialized repairs.

Common Area Upkeep:

Assure shared spaces such as hallways, pools, garage/carport buildings, ponds, amenities and grounds are clean and well-maintained.

Safety & Compliance:

Maintain a safe work environment for fellow employees as well as a safe living environment for residents. Monitor and test equipment (e.g., smoke detectors, exhaust fans, filters) and ensure work adheres to company policies. Adhere to the company dress code and name badge requirement. Perform tasks in apartments, buildings, grounds, pool, and clubhouse at Owners and/or Management request.

Inventory & Supply Management:

Track necessary parts and supplies and assure adequate stock is maintained.

Emergency Response:

Respond as necessary to address urgent issues, such as lockout, system malfunctions or emergency work orders.

REQUIRED SKILLS AND QUALIFICATIONS:

Technical Skills: Working knowledge of plumbing, electrical, HVAC, and carpentry. EPA certified.

Troubleshooting & Problem-Solving: Ability to identify the root cause of a problem and develop an effective solution in a timely manner.

Customer Service: Strong interpersonal skills to interact positively with residents and coworkers and maintain good relationships.

Communication: Effective verbal and written skills to keep residents informed and communicate efficiently. Excellent communication with co-workers and management to eliminate risk.

Organization & Time Management: Ability to manage multiple tasks and projects efficiently. Strong organizational skills required.

Safety Awareness: Comply with OSHA and environmental safety standards. Communicate all personal and property damage via company policies (incident and/or injury reports).

EDUCATION REQUIREMENTS

High school diploma or equivalent.

PHYSICAL AND WORK REQUIREMENTS

Driver’s license and auto insurance.

Ability to lift, climb ladders, bend stoop, and stand for extended periods of time.

This position performs tasks in the maintenance shop, clubhouse, apartments, apartment buildings and community grounds.

Tasks are performed throughout the community in all types of weather.

Other duties deemed as necessary by owners or management.

Employee Signature

Date

M & J Management Corporation

Date