

## Maintenance Supervisor

**Job Summary:** The Maintenance Supervisor is responsible for ensuring that the physical condition of the Community is maintained according to HNN operating and safety standards and for managing a quality maintenance program through strong leadership and teambuilding skills.

### **Essential Duties and Responsibilities**

1. Prioritizes work orders.
2. Maintains inventory of equipment, tools and supplies.
3. Make management-approved purchases of supplies, equipment and services.
4. Make regular inspections of the community and units to ensure HNN required standards.
5. Notify management of maintenance problems and recommended solutions.
6. Communicate with Community Manager daily to report on status of all scheduled work.
7. Assist in move-in and move-out procedures.
8. Make recommendations for contract services and supervises work completed by vendors.
9. Maintain good security practices including but not limited to key control access and video monitoring.
10. Establish and maintain updated preventive maintenance information including but not limited to the location of all equipment, of extra parts for appliances, equipment serial numbers and service telephone numbers.
11. Know current condition of all vacant apartments.
12. Keep workshop(s) and/or utility room(s) clean, orderly and safe.
13. Identify present and future needs of community.
14. Attend punch list inspections for all new units; handle construction related items.
15. Maintain a strong commitment to outstanding customer service.
16. Present a professional, efficient approach to remedy any customer complaints and handle service requests with appropriate documentation.
17. Responsible for the curb appeal, presentation and monitoring of rent ready product so that it exceeds market standards.
18. Responsible for accurate data entry in company's software applications when necessary.
19. Collaborate with other on-site personnel in preparation for and attend community/resident functions.
20. Assist in all aspects of the community's maintenance, including grounds, pool, preventive, corrective, deferred and emergency maintenance.
21. Maintain a professional attitude at all times.
22. Wear appropriate uniform, safety and protective equipment as needed.
23. Maintain high ethical standards in all matters.
24. Understand HNN operation guidelines and properly document all injuries/incidents and report them to your supervisor.
25. Supervise and review work performance of all maintenance personnel.
26. Establish daily work schedules for maintenance staff and emergency maintenance on-call schedule.
27. Guide, coach and mentor on-site team to ensure they are meeting expectations and following the learning and development plans assigned to their roles.

28. Establish and maintain a good working relationship of harmony and instill the BE ONE TEAM value with all personnel.
29. Attend webinars, in person training and online training as communicated by your Community Manager, HR or any other corporate designee.
30. Must be able to work at a fast pace, perform duties while under pressure, stay organized and meet deadlines in a timely manner to interact/communicate with other associates, residents, visitors and the public in a professional and pleasant manner.

## **Knowledge, Skills and Abilities**

1. Thorough knowledge of Federal Fair Housing and other applicable local, state or federal regulations.
2. Familiarity with WA state tenant landlord law (RCW 59.18).
3. Must be organized, have strict adherence to due dates and be professional and able to work well with others.
4. Familiarity with Microsoft Office Suite (Outlook/Word/Excel) and ability to quickly learn other HNN software applications, in particular, Yardi.
5. Working knowledge of electricity, pool, plumbing, carpentry, landscaping/grounds, painting and refurbishing.
6. Familiarity with HVAC system and various appliances.
7. Thorough knowledge of power, water, and gas turnoffs, clean-out traps, storm systems, fire and lawn sprinkler systems, fire extinguishers and fire hydrants.
8. Ability to source, interview and manage a team.
9. Demonstrate considerable skill in problem solving and conflict resolution.
10. Confidentiality in regards to information and situations.

## **Personnel Management**

Maintenance staff that support the community.

## **Qualifications**

1. Proven track record of leadership.
2. Prefer CAMT or other relevant professional certifications. Relevant specialized training completed in non-certificate programs may be considered in lieu of professional certifications.
3. Prefer three years of industry experience and/or two years as a Maintenance Supervisor.
4. Self-motivating with a high level of positive energy.
5. Exceptional written and verbal communications.
6. Exceptional mathematical skills and reasoning ability.
7. Successful completion of background check and drug screen is required.
8. Must have at least a high school diploma/GED.
9. Must be able to speak, read and write English in a manner sufficient to carry out the duties.
10. Must be legally qualified to work in the U.S. meeting I-9 guidelines.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee 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 employee is regularly required to sit, see, talk and hear. The employee is occasionally required to stand; walk; use hands and fingers; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

### **Work Environment**

1. Flexibility to travel to different locations as needed.
2. Valid driver's license/valid insurance.
3. Flexibility to work evenings and weekends as needed and/or respond to on-call emergencies.

### **Other Duties**

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the company.

### **AAP/EEO Statement**

HNN provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

### **HNN Accountability**

To your Community Manager, Philip Nored, Jack Hunden and Tom Neubauer as owner representatives and to our entire team – each individual is accountable for everyone else.

### **Signatures**

This job description has been approved by management:

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position:

Employee \_\_\_\_\_ Date \_\_\_\_\_