

Job Description



Title Maintenance Manager	
Department Maintenance	Manager General Manager
Prepared by Bradley Perkins, General Manager	Date prepared / updated October 1, 2019
Description	
<u>Job Summary</u>	
<ul style="list-style-type: none"> • The Maintenance Manager will oversee all housing maintenance programs for five properties (7-32 units per property) at scattered sites in Juneau, Douglas and Mendenhall Valley. • The Maintenance Manager will ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions comply with the organization's established standards and any applicable laws. • The Maintenance Manager is responsible for the repair and maintenance of buildings owned and managed by SVdP. • The Maintenance Manager must supervise and lead maintenance staff in an effective manner and ensure the level of morale is maintained. • The Maintenance Manager must also respond to concerns and complaints of tenants in a positive and courteous manner. 	
<u>Primary Responsibilities</u>	
<ul style="list-style-type: none"> • Manage maintenance and repairs to rental housing units. • Conduct inspections of rental housing units for needed services and repairs. • Coordinate emergency and regular repairs and coordinate repairs to buildings • Maintain fire protection systems and equipment. • Supervise landscaping and grounds maintenance. • Coordinate maintenance and repairs to structural, mechanical and electrical systems. • Coordinate maintenance and repairs of boilers, heating and ventilation systems, pumps weather stripping. • Coordinate maintenance and repairs of building interiors and exteriors. • Coordinate maintenance and repairs of finishing, ceilings, flooring and roofing. • Coordinate maintenance and repairs to appliances including stoves, refrigerators and washing machines. • Supervise maintenance staff in order to ensure a positive and healthy work environment 	
<u>Main Activities</u>	
<ul style="list-style-type: none"> • Evaluate, train and develop staff in coordination with administration department. • Provide leadership, guidance and counseling to staff. • Promote staff morale and workplace safety. 	

- Assign tasks and ensure schedules are maintained.
- Adjust tasks to meet staff capabilities.
- Recognize and deal with language problems.
- Ensure work place safety is practiced.
- Supervise staff and delegate responsibilities.
- Take corrective action when required.
- Follow our Guest Service Guiding Principles:
Guests in store, centers, housing complexes and facilities are:
 - our Clients (they are the mission of SVdP);
 - our Donors (they make the work of SVdP possible);
 - our Tenants (they may also be our Clients and Donors); and
 - our Customers (they are also Donors).

How We Treat Our Guests

- Have common courtesy. Seriously.
- Be courteous and respectful to Guests of all stature and ages.
- Go above and beyond to exceed Guest expectations.
- Provide immediate service recovery. Our highest priority is Guest satisfaction.
- Make it worth the Guests' time to be in our store, centers, housing complexes and facilities.
- Seek out Guest contact. Be happy - make eye contact and smile!
- Greet and welcome every Guest. Spread the spirit of hospitality. It's contagious!
- Project a positive image and energy. Exhibit appropriate body language.
- Thank every Guest.
- Develop and nurture our public image and community relationships.
- Other tasks and duties, as assigned.

Other Requirements

- Minimum GED diploma or equivalent or experience commensurate with requirements of the position and proven ability to read labels, instructions, etc.
- A valid Alaska Driver's License and ability to covered by St. Vincent de Paul Society insurance
- Can provide own hand and portable power tools (purchase assistance may be available)
- Legal residency and possession of documentation permitting employment
- Ability to pass a criminal and sex offender background check
- Ability to meet the criteria for employee honesty bonding

Notes

None.