

MAINTENANCE MANAGER

The Maintenance Manager manages the daily maintenance operations for LMHA properties housing low-income families, elderly and disabled persons, and other eligible families. Plans, directs, coordinates, supervises, documents, and ensures the performance of daily activities for the maintenance and custodial employees and contracted service providers engaged in routine, reactive, preventive, and rehabilitative maintenance of units (occupied and vacant), building systems, building exteriors, common areas, and grounds. Responsible for employee supervision, inspections, work orders, procurement, inventory, planning.

Minimum starting salary of \$53,185.60. LMHA offers full time employees medical, dental, vision, and life insurance; Retirement and 457 deferred compensation plans through OPERS; 10 vacation days from date of hire; 15 sick days, 15 paid holidays, 2 personal days and a self-care day.

Minimum requirements: Associates Degree plus four (4) years relevant experience, or equivalent combination of education and relevant experience. Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must obtain Certified Manager of Maintenance certification from qualified learning institution within twelve (12) months of employment. Must attend Uniform Physical Conditions Standards (UPCS) training from a qualified learning institution within six (6) months of employment. Preferred knowledge, training, or certifications: Fair Housing Training, Customer Service Training, and knowledge of Ohio Tenant/Landlord Law helpful.

Please download the application packet from the website. Completed packets can be emailed to jobs@lmha.org, faxed to 440.288.7361 or mailed to: LMHA, Human Resources Department, 1600 Kansas Avenue, Lorain, OH 44052. Applications accepted until position is filled.

EQUAL EMPLOYMENT OPPORTUNITY AUTHORITY



LORAIN METROPOLITAN HOUSING AUTHORITY

MAINTENANCE MANAGER

Reports to: Property Manager
Department: Public Housing/Maintenance
Location: Developing AMP
Status: Exempt
Salary Range: \$53,185.60 to \$79,768.00
Pay Grade: 8
Revision: January 2023

General Statement

Summary: Manages the daily maintenance operations for LMHA properties housing low-income families, elderly and disabled persons, and other eligible families. Plans, directs, coordinates, supervises, documents, and ensures the performance of daily activities for the maintenance and custodial employees and contracted service providers engaged in routine, reactive, preventive, and rehabilitative maintenance of units (occupied and vacant), building systems, building exteriors, common areas, and grounds. Responsible for employee supervision, inspections, work orders, procurement, inventory, planning.

Duties and Responsibilities

Primary Duties:

Ensures properties are well maintained in accordance with the policies and regulations of LMHA, county and city governments, and the Department of Housing and Urban Development.

Discusses the planned/emergency maintenance activities with the Property Manager and Team Leader daily.

Plans, organizes, and directs daily maintenance activities of the team leader, maintenance, and custodial personnel in assigned locations.

Surveys grounds daily to ensure favorable curb appeal.

Responsible for ensuring that the maintenance workforce completes maintenance activities in an expeditious, efficient, and courteous manner.

Responds to after-hours emergencies, as necessary.

Responsible for ensuring work orders are generated to document all work performed and that the

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work orders accurately reflect tasks, time, and materials.

Ensures work performed is thorough, completed in an acceptable time frame, and follows up as needed to ensure quality results.

Performs data entry for work orders, inspections, etc.; tracks work orders to make certain they are complete, accurate and closed out on a timely basis.

Responsible to ensure units, building systems, building exteriors, common areas, and site are inspected and results documented in accordance with Uniform Physical Condition Standards (UPCS) on an annual basis.

Implements & monitors Preventive Maintenance programs, including semi-annual health & safety inspections, ensuring that the Housing Authority's assets are maintained in the safest and most cost-effective manner possible.

Ensures vacant units are made rent-ready expeditiously:

- Conducts move-out inspections on a timely basis.
- Estimates cost of labor and materials.
- Assesses amounts to be charged to tenants.
- Reviews quality and timeliness of work of contractors/staff performing refurbishment.
- Conducts move-in inspections to approve work of refurbishment crews or vacant unit contractors.
- Ensures that completed work conforms to LMHA's quality standards.

Manages the inventory control system of maintenance and janitorial supplies at inventory points within the AMP.

Promotes and abides by LMHA procurement policy and internal control measures when requesting, ordering, accepting, receiving, and issuing materials and services:

- Determines the need for equipment, supplies, tools and services and generates electronic requests for procurement.
- Ensures proper materials and services are obtained at the best price, that economical inventories are maintained, and that ordered materials are properly received and added into computerized inventory.
- Utilizes online ordering and in-store purchases.
- Develops specifications for small projects, seeks competitive quotes, and documents award.
- Confirms receipt of materials and services prior to payment.

Inspects vehicles, tools, maintenance equipment, and janitorial equipment for conformance with operational standards and arranges for regularly scheduled services and emergency repairs.

Participates in the interviewing and hiring process of staff, as required.

Trains, supervises, oversees, and evaluates the performance of assigned staff.

Trains the Team Leader to perform select essential duties in the absence of the Maintenance Manager.

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Administers training and indoctrination of workers to improve work performance and acquaint workers with LMHA policies and procedures.

Confers with maintenance personnel bargaining unit representative to resolve complaints and grievances.

Communicates safety procedures to employees and ensures they are trained in safe work practices and accident reporting procedures.

Works with Maintenance and Safety Coordinator to plan non-capital fund repair, restoration, and insurance projects.

Participates in Capital Fund Program construction project planning, assesses capital need requirements for each property, generates estimates for the work, and contributes knowledge of the property for preparation of bid specifications.

Participates in pre-bid, pre-construction, and weekly site project meetings, as necessary, for construction projects/service contracts related to the property.

Provides essential site staff to perform tasks in support of contracted work (e.g. escorting routine service providers, facilitate access for construction repairs/projects, Capital Fund Program modernization renovation projects, etc.).

Engage with, assist, and monitor the work of outside service providers as necessary (e.g. Columbia Gas, Ohio Edison, lawn care service, snow removal provider, plumbers, HVAC, etc.).

Ensures participation of AMP staff in warranty inspections conducted with architects, engineers, property managers, and contractors.

Secondary Duties:

Assists, as needed, in the formulation and development of policies and procedures.

Attends informal hearings to assist Property Manager in resolving tenant disputes regarding maintenance work done in a unit.

Performs other related duties as required.

Qualifications

Education/Experience: Associates Degree plus four (4) years relevant experience, or equivalent combination of education and relevant experience.

Language Skills: Ability to communicate effectively with staff, residents, and the public.

Mathematical Skills: Basic math skills.

Reasoning Ability: Problem solving.

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Computer Skills: Ability to learn computer programs needed for the position.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must obtain Certified Manager of Maintenance certification from qualified learning institution within twelve (12) months of employment. Must attend Uniform Physical Conditions Standards (UPCS) training from a qualified learning institution within six (6) months of employment.

Preferred knowledge, training, or certifications:

- Fair Housing Training
- Customer Service Training
- Knowledge of Ohio Tenant/Landlord Law helpful

Knowledge, Skills, and Abilities

Must pass drug screen, employment reference, and criminal history background check.

Requires the basic ability to use office equipment such as a computer, calculator, copy machine, multi-line telephone system.

Possess working knowledge of Microsoft Word, Excel, and Outlook.

Ability to learn and effectively use LMHA computer software to perform the essential tasks.

Ability to utilize online order systems.

Knowledge of physical assets, maintenance practices, materials and general construction and building maintenance trades, including carpentry, roofing, plumbing, electrical, HVAC, landscaping, etc.

Basic knowledge of building codes and health/safety OSHA regulations.

Ability to use/repair light equipment (e.g., power tools) and medium equipment (e.g., snow blowers, Gators, etc.).

Ability to read and interpret blueprints.

Ability to read, interpret and implement rules and regulations relating to REAC, UPCS, and PHAS.

Strong leadership and supervisory skills.

Working knowledge of standard practices in performing maintenance in rental housing, documenting work orders, purchasing materials, and consumable inventory management.

Ability to operate independently with little supervision, be accountable for the performance of the assigned staff, and maintain an expectation for success.

Ability to explain policies and/or procedures to help others understand and implement.

Requires strong interpersonal and organizational skills.

Requires excellent internal and external customer service skills.

Ability to communicate effectively with tenants, contractors, vendors, and employees.

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Ability to work with and serve a diverse, cultural, ethnic, disabled population, and relate to individuals at all socio-economic levels.

Ability to maintain confidentiality.

Ability to speak, read, and/or write Spanish a plus, but not required.

Physical Demands/Work Environment

Physical Qualifications: 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 essential functions of this job, the employee is frequently required to talk, see, smell, and hear. The employee frequently performs repetitive motions of the wrist, hands, and/or fingers, primarily while using a computer or hand tools. The employee must be able to frequently walk the grounds and drive a vehicle in all kinds of weather. The employee is frequently required to stand and walk; ascend and descend stairs; reach with hands and arms; kneel, bend, stoop, twist, crawl, climb, balance, or crouch; feel, finger, grasp manipulate and handle objects. The employee must occasionally lift, push, pull, and/or move up to 50 pounds, up to 30 pounds frequently.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the office work environment is usually moderate with typical office sounds and conversations of others able to be heard throughout the office area. In workshops, garages, or rooms containing building systems, such as boilers, elevator controls, furnaces, the employee may be frequently exposed to sounds, smells, vibrations, heat, exhaust or steam of machinery and equipment. Work is performed in a typical office environment with frequent exposure to dirt, dust, and outdoor temperatures. Outdoors the employee is frequently exposed to outdoor temperatures and weather conditions.

ADA/EEO Compliance

The Lorain Metropolitan Housing Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.