

## Assistant Maintenance Supervisor

**Job Summary:** This position is responsible for supporting the overall physical condition of the Community is maintained according to HNN operating and safety standards and for assisting in the management of a quality maintenance program.

### **Essential Duties and Responsibilities**

1. Assist in the prioritization of work orders.
2. Assist in maintaining the inventory of equipment, tools and supplies.
3. Assist the Maintenance Supervisor when needed in the purchase of supplies, equipment and services.
4. Assist in regular inspections of the community and units to ensure HNN required standards.
5. Notify the Maintenance Supervisor of maintenance problems and recommended solutions.
6. Communicate with the Maintenance Supervisor and Community team daily to report on status of all scheduled work.
7. Assist in move-in and move-out procedures.
8. Assist in making recommendations for contract services and supervising work completed by vendors.
9. Uphold good security practices including but not limited to key control access and video monitoring.
10. Update 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. Keep current on the condition of all vacant apartments.
12. Assist in keeping workshop(s) and/or utility room(s) clean, orderly and safe.
13. Assist in handling construction related items from punch list inspections.
14. Maintain a strong commitment to outstanding customer service.
15. Present a professional, efficient approach to remedy any customer complaints and handle service requests with appropriate documentation.
16. Responsible for the curb appeal, presentation and monitoring of rent ready product so that it exceeds market standards.
17. Responsible for accurate data entry in company's software applications when necessary.
18. Maintain warranty paperwork for appliances, etc.
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 but not limited to public lighting, clearing gutters and downspouts, grounds, pool, custodial (parking areas, sidewalk, alleyways, hallways and common areas), servicing appliances, equipment, plumbing, electrical, painting, preventive, corrective, deferred and emergency maintenance.
21. Maintain a professional attitude at all times.
22. Wear appropriate uniform, safety and protective equipment at all times.
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. Establish and maintain a good working relationship of harmony and instill the BE ONE TEAM value with all personnel.
26. Attend webinars, in person training and online training as communicated by your Maintenance Supervisor, HR or any other corporate designee.
27. Must be able to work at a fast pace, perform duties while under pressure, stay organized and meet deadlines in a timely 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. Knowledge of power, water, and gas turnoffs, clean-out traps, storm systems, fire and lawn sprinkler systems, fire extinguishers and fire hydrants.
8. Confidentiality in regards to information and situations.

## **Personnel Management**

Must be reliable and able to take charge in the absence of the Maintenance Supervisor.

## **Qualifications**

1. Prefer CAMT or other relevant professional certifications. Relevant specialized training completed in non-certificate programs may be considered in lieu of professional certifications.
2. Prefer two years of industry experience and/or one year of experience as an Assistant Maintenance Supervisor.
4. Self-motivating with a high level of positive energy.
5. Accurate written and verbal communications.
6. Accurate mathematical 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.

## **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 \_\_\_\_\_