



1-619-501-3222 | fandfinc.com | shelly@fandfinc.com | 4060 30th St, San Diego, CA 92104

MAINTENANCE SUPERVISOR

Department/Group: Property Management

Direct Supervisor: Shelly Croft

Location: San Diego County

Exemption Status: Non-Exempt

ABOUT F&F PROPERTY MANAGEMENT, INC.

With 26 apartment communities consisting of 500+ apartment homes in 15 neighborhoods (and growing every single day), we're proud to own and operate quality housing in San Diego. We're a growing team of property management professionals focused on providing the best experience for our Residents every single day. We create unique communities where Residents thrive and are proud to call home.

We focus on always doing the right thing, plus one.

Every day brings new demands, and as a team player, you'll be up for the challenge.

JOB OBJECTIVE

As a successful Maintenance Supervisor, you will be responsible for preserving our assets and providing a quality Resident experience. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and mentoring employees; addressing complaints and resolving problems. You will monitor and manage all maintenance expenses, implement and monitor safety programs and practices, plan, perform and monitor preventative maintenance, and manage execution of capital projects.

ESSENTIAL FUNCTIONS

1. General Maintenance

- Directs all aspects of property maintenance, including preventative, corrective, deferred, and emergency maintenance.
- Ensures that maintenance requests are handled as quickly, efficiently, and effectively as possible and are completed within 72 hours for non-emergency related requests and immediately for any emergency situation. If parts must be ordered, causing a delay, incumbent notifies Multi-Site Community Managers and District Manager as well as informing Residents.
- Schedules and performs on-call emergency service as required.
- Prepares or assists in preparing all turnkey apartments in regards to painting, carpet cleaning, general repairs, housekeeping, etc. within 5-7 days after they have been vacated.
- Schedules all Maintenance Technician's daily work to include work orders, turnkey operations, and/or capital improvements.
- Assists in performing apartment move-in and move-out inspections as directed by Multi-Site Community Managers and District Manager.
- Completes all work orders in Appfolio after ensuring the work has been completed in a satisfactory manner and that the Maintenance Technician who completed the work order has entered all pertinent details to allow for proper invoicing.
- Performs appliance, electrical, HVAC, plumbing, pool, custodial, and carpentry work as necessary.
- Has knowledge of location of gas, electric, irrigation, and water shutoffs, all apartment and fixture shutoffs, and sewer cleanouts and ensures all employees are familiar with where to locate the emergency binder.

2. Community Maintenance

- Ensures that Residents are provided with a clean, safe, well maintained community by walking communities monthly and completing regular detailed inspections no less than once per year.
- Ensures exterior curb appeal of community; cleanliness of grounds, laundry rooms, daily pool/spa maintenance, recreation rooms, rental offices, restrooms, and common areas.
- Maintains communities by implementing a preventive maintenance program; overseeing the program and ensuring that Maintenance follows through with any necessary improvements and/or repairs as authorized by management.
- Monitors the maintenance and up-keep of all mechanical equipment on the community including, but not limited to, water heaters, HVAC units, etc.
- Submits new work orders through Appfolio when any property deficiencies are notated.
- Performs various preventative maintenance functions and records findings in maintenance log.
- Assists Multi-Site Community Managers and/or District Manager on any Cap-Ex projects as necessary. Reports or offers recommendations for community capital improvements or repairs, the development of job specifications, bid acquisitions, contract developments, and negotiations.

3. Leadership

- Confers with VP of Operations to coordinate activities of Maintenance departments.
- Accomplishes Maintenance human resource objectives by selecting, orienting, training, assigning, scheduling, coaching, counseling, and mentoring employees; communicating job expectations; planning, monitoring, appraising job contributions; recommending compensation actions; adhering to policies and procedures.
- Ensures that Maintenance Technicians are performing to F&F standards and that service requests are handled in a prompt, courteous, and efficient manner.
- Ensures timely and accurate submission of time sheets for Maintenance team.
- Maintains safe and healthy work environment by following standards and procedures; complying with all legal codes and regulations. Responsible for holding monthly safety meetings with the team. All Maintenance team members are required to use all personal protective equipment as assigned and instructed, specifically back belts, goggles, dust mask, hard hats, and gloves.
- Adheres to F&F's Injury and Illness Prevention Policy and Asbestos and Hazardous Materials Policy. Maintains records and Material Safety Data sheets on all hazardous materials chemicals utilized on site and are sure that employees are familiar with the precautions on the sheets before using them.

4. Organization and Conduct

- Maintains accurate inventory control of keys, tools, equipment, and supplies.
- Controls expenses and purchases and secures approval from VP of Operations prior to acting.
- Recommends measures to improve methods of operations, performance, safety, and quality of service.
- Maintains high standards of Resident service and relations among Maintenance staff.
- Suggests changes in working conditions and use of equipment to increase efficiency of shop, department, or work crew.
- Negotiates to maximize the benefits of the organization.
- Represents F&F and all communities in a professional manner at all times. Maintains a positive businesslike attitude and neat, clean, dress (including F&F issued work shirt), and appropriate grooming.
- Understands and complies with Fair Housing laws and standards and ensures all Maintenance team members comply.
- Maintains open communication with Multi-Site Community Managers, District Manager, and other staff.
- Ensures regular and timely communication to Management noting any maintenance problems or life/safety deficiencies.
- Meets maintenance operational standards by contributing maintenance information to strategic plans and reviews; implementing production, productivity, quality, and customer-service standards; resolving problems.
- Meets maintenance financial standards by providing annual budget information, monitoring expenditures, identifying variances, and implementing corrective actions.
- Updates job knowledge by participating in educational opportunities and reading technical publications.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Language Skills:** Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors.
- **Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, and volume. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions.
- **Other Requirements:** Incumbent must have reliable transportation available and have a valid driver's license and automobile insurance, as travel will be required.

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, use hands, talk, and hear. The Employee frequently is required to walk. The Employee is occasionally required to reach with hands and arms, stoop, kneel, crouch, or crawl. The Employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 100 pounds when moving a large appliance such as a stove or refrigerator. Ability to push and roll large trash dumpsters. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- While performing the duties of this job, the employee regularly works in outside weather conditions. The Employee frequently must climb, step on standard ladders while fixing external light fixtures and other high areas. The Employee is occasionally exposed to fumes or airborne particles. The Employee must wear a protective mask, gloves, and goggles when warranted.