



Subject: Job Descriptions
Policy No: JD-4

POLICIES AND PROCEDURES

POSITION OF LEAD MAINTENANCE/SENIOR LEAD MAINTENANCE

Revision & Effective Date: 6/03

REPORTS TO: MANAGER/SENIOR MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of SENIOR LEAD MAINTENANCE/LEAD MAINTENANCE. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties might not be specifically addressed. Our company emphasizes a TEAM APPROACH and expects every person to perform any reasonable task or request that is consistent with fulfilling company and client objectives. **It is imperative that you review these duties, skills and physical requirements closely and understand that, by signing the Job Description Acknowledgement, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.**

JOB SUMMARY

The SENIOR LEAD MAINTENANCE/LEAD MAINTENANCE is responsible for maintaining the physical integrity of the community at all times. This involves ensuring a safe and secure living environment for residents, visitors and staff. It is the SENIOR LEAD MAINTENANCE/LEAD MAINTENANCE'S duty to anticipate, identify and correct any and all problems involving the property and to implement procedures that will prevent such problems. An effective program of maintenance is essential in order to:

- Maintain a safe environment.
- Cultivate resident satisfaction.
- Protect the investment of the apartment property owner.

In addition the SENIOR LEAD MAINTENANCE will train the assistant maintenance in all duties of the SENIOR LEAD MAINTENANCE/ LEAD MAINTENANCE.

RELATIONSHIPS

- Reports to Manager.
- Supervises the maintenance staff including the assistant maintenance, housekeeper, painter and porter.
- Maintains relationships with all residents through prompt response to service requests, thorough completion of make-readies, cleanliness of grounds and maintenance of the property.
- Maintains relationships with suppliers, vendors and professionals servicing the company or property.

WAGE/HOUR STATUS

Non-Exempt (hourly)

DUTIES AND RESPONSIBILITIES

Conducts all business in accordance with company policies and procedures, state and federal laws; e.g., OSHA, ADA, Fair Housing and all other laws pertaining to apartments.

Personnel

- Works with the Manager/Senior Manager to hire, train, motivate, supervise and terminate maintenance staff in order to achieve operational goals of assigned property. This includes new employee indoctrination, annual performance reviews, timeliness of new hire paperwork, review and approval of timesheets, instructing and advising the maintenance staff of employee procedures and guidelines.

- Conducts on-going training with office staff; e.g., Policy and Procedure Manuals, Training Modules, Safety and other Anterra Modules and resources, air conditioning repairs, make-ready standards, service request procedures, and any other type of training that may be needed on a daily basis.

Resident Service

- Performs maintenance tasks including service requests personally or delegates to assistants. Oversees and regularly inspects work performed by assistants.
- Institutes and manages system for handling resident service requests. Corrects situations within 24 hours when possible.
- Schedules maintenance personnel so that maintenance is available for emergency purposes, 24 hours a day, seven days a week. Communicates this schedule with manager

Preventive Maintenance/Safety

- Conducts (with Manager) regularly scheduled safety meetings with entire staff; maintains and communicates HAZCOM standards. Keeps MSDS sheets current and readily accessible. Maintains thorough knowledge of pertinent laws and EPA and OSHA regulations governing property storage and management of hazardous materials, including solvents, flammables, caustics and refrigerants.
- Must be aware of the condition of physical property throughout the community and immediately correct unsafe conditions; e.g., broken gates leading to the pool, broken steps, open holes, broken/burned out exterior lights and monthly pool compliance reporting.
- Maintains accurate records regarding preventive maintenance, service requests (received and completed), expenditures, apartment make-ready status, work-in-progress, etc.
- Schedules and performs minor and routine maintenance on all appropriate equipment on a regular basis. Inspects and maintains all tools in excellent condition.
- Indoctrinates and assists in development of all subordinate maintenance staff. Instills a "safety first" attitude not only with maintenance technicians but also with all staff.
- Instructs staff on proper use and guidelines for wearing safety items.

General

- Diagnoses and performs minor or routine maintenance or repair involving the following on a daily basis.
 - Electrical and plumbing (including water lines).
 - A/C and heating systems.
 - Appliances (when applicable).
 - Water irrigation systems.
 - Stairs, gates, fences, patios, railings.
 - Tile, carpet, flooring.
 - Roofing, gutters, fasteners.
 - Interior/exterior lights.
 - Fireplaces, ceiling fans.
 - Gas fixtures and appliances (where applicable).
 - Shutters, doors, cabinets, windows, sliding glass doors.
 - Boiler, gas and electric.
 - Door locks, P.O. boxes and locks.
 - Security systems (where applicable).
 - Ceiling leaks.
 - Walls.
 - Pool areas, tile, hot tub/spa, pool furniture.
- Ensures that all make-ready repairs and services are completed correctly and on schedule.

- Reports all major repairs and requisitions to manager prior to any expenditure of funds.
- Changes locks and/or makes keys.
- Removes and transfers heavy appliances and equipment from storage area to apartment (or vice versa) as circumstances warrant. Assists in moving abandoned furniture, appliances, etc., to dumpster when necessary.
- Maintains adequate inventory of spare parts and maintenance materials to handle most common repairs and situations.
- Identifies all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts and prepares maps indicating same.
- Performs work area clean up and safety related duties.
- Ensures that storage areas remain locked when not in use.
- Assists in keeping grounds neat and free of litter. Rakes, sweeps, shovels as circumstances warrant.
- Performs any additional duties assigned by manager or property supervisor.

QUALIFICATIONS

Experience: Position requires at least 3 years experience in property maintenance or equivalent field.

Equipment Requirement: Required to wear back support belt, wear goggles when working with specific equipment, wear masks and gloves and other safety equipment as tasks dictate. Wear appropriate shoes (no sneakers).

Work Hours: Minimum of 40 hours per week. Weekends as circumstances warrant; on-call on a rotating basis and for emergencies.

Equipment/Machinery/Tools: An employee in this position **must furnish** and be knowledgeable and skilled in the safe use and maintenance of the following tools:

Hand Tools - Various wrenches, hammer, grips, saws, sledgehammer, snips, posthole diggers, etc.

Power Tools -Wrenches, grinders, sanders, drills, saws, etc.

Measuring Devices - Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, etc.

An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:

User-Moved Aids - Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, step ladders, full ladders, double ladders.

Mechanical Equip - Motors, pumps, compressors, blowers, electric and hand power augers, etc.

EDUCATION/TRAINING

- Certified Apartment Maintenance Technician (CAMT) desired.

PHYSICAL REQUIREMENTS

- Constant need (66% to 100% of the time) to be on feet.
- Have constant need (66% to 100% of the time) to perform the following physical activities:

Bend/Stoop/Squat	Perform routine maintenance/repairs, pick up tools and needed equipment
Climb Stairs	Service requests, make-ready needs for 2 nd and 3 rd floor apartments
Push or Pull	Move equipment, appliances, open and close doors, etc.
Reach Above Shoulder	Perform routine maintenance/repairs, stock and remove equipment, parts, etc.
Climb Ladders	Perform routine maintenance/repairs
Grasp/Grip/Turning	Handle tools and equipment, perform routine maintenance/repairs
Finger Dexterity	Handle tools and equipment, perform routine maintenance/repairs
Writing	Inventory maintenance, requisition requests, required maintenance reports.

- Lifting/Carrying (supplies, replacement parts, ladders, etc.):
 - Over 150 lbs. Rare need (less than 1% of the time)
 - 75 lbs. – 150 lbs. Occasional need (1% to 33% of the time)
 - 25 lbs. – 75 lbs. Frequent need (33% to 66% of the time)

 - 1 – 25 lbs. Constant need (66% to 100% of the time)

NOTE: Lifting and carrying of weights exceeding 50 lbs. MUST be accomplished with assistance from one or more persons. Examples of heaviest items lifted include washer/dryers, refrigerators, A/C units, abandoned sofas, etc.

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to document maintenance and complete forms, review manuals and operating instructions, read cautionary labels, respond to written instruction from staff and residents. Constant need to see small detail when performing routine maintenance duties.
- Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach (oversee assistants, observe problems throughout the property).

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate with assistants, resident staff, vendors and residents. Must use listening skills to diagnose needed repairs, etc.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to verbally communicate with assistants, resident staff, vendors and residents.

MENTAL/EMOTIONAL REQUIREMENTS

- Must be able to work in a fast-paced and customer service-oriented environment.
- Performs duties under pressure and meets deadlines in a timely manner.
- Works as part of a team, as well as completes assignments independently.
- Takes instructions from supervisors.
- Exercises problem-solving skills.
- Interacts with co-workers, supervisors, guests and the public in a professional and pleasant manner.

DRIVING/TRAVELING REQUIREMENTS

- Frequent need (33% to 66% of the time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotation "on call" status may occasionally require expedient travel to assigned property at moments notice. Pick up and deliveries to the corporate office.
- Must have valid driver's license and automobile insurance coverage.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time). Frequently outdoors (33% to 66% of the time), all conditions, often for extended periods.
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

- HIGH. Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, and draw valid conclusions and initiate appropriate course of action. Must effectively convey ideas, images and goals to a diverse group of personalities.

SAFETY RESPONSIBILITIES

- Learns and complies with all company safety rules.
- Must use appropriate safety equipment at all times.
- Immediately reports all unsafe conditions to supervisors.
- Must be familiar with all safety features or equipment, machinery, or materials encompassed by job duties.
- Must check with supervisor if there is a question as to the safe procedure to be used for any job function.

ADDITIONAL REQUIREMENTS

- Employees must fulfill the performance standards of this position and comply with policies, rules and procedures of the company, including those set out in the Employee Handbook, or otherwise communicated (verbally or in writing) to employees.
- This job description is intended to describe the general nature and work responsibilities of the position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other company officials.
- This job description does not constitute an employment contract between the company and any employee.
- The job responsibilities of this position may include cross training in other functions or positions to ensure satisfactory operation of the department or work area.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the senior lead maintenance job description and understand that it is my responsibility to read and understand it. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Employee Signature:	Date
Printed Name:	
Manager:	Date