

Position Description

Position Title:	Maintenance Supervisor	Job Number: N9513-Supervisor, Building Maintenance	
Reports To:	Community Association Manager		
Department:	9500-OPS-MAINTENANCE		
FLSA Status:	Non-Exempt	Last Updated:	07/11/2024

Company Information

FirstService Residential is simplifying property management. Its hospitality-minded teams serve 9,000 residential communities across the United States and Canada. The organization partners with boards, owners, and developers to enhance the value of every property and the life of every resident.

Our dedication to associate satisfaction and growth is recognized by our Great Place to Work certification, exemplifying our commitment to fostering a positive and inclusive workplace culture. Our 19,000 associates can count on competitive salaries, top-tier medical, dental, and retirement benefits, career training, and support for continued professional development.

Experience being part of a high-performing team with a fulfilling career in property management with FirstService Residential.

Job Responsibilities

Essential Duties: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

- Maintains a safe and secure environment throughout the building(s).
- Supervises, trains and directs maintenance staff through work orders.
- Plans, monitors, and appraises job results; coaches, counsels and disciplines employees.
- Assesses repair needs and estimated time needed for repair (including evaluating problems to determine whether or not professional assistance or further instruction is needed in order to complete task/repair).
- Monitors the functions of service contractors and building repair and maintenance contractors.
- Inventories and acquisitions maintenance supplies.
- Maintains disaster preparedness by identifying potential problems, developing response plans, managing crises.
- Completes reports/work orders of repairs (work needed).
- On call availability for emergencies and projects as assigned by property manager.
- Schedules and assigns work responsibilities to employees to meet shift requirements.
- Requests materials, tools, and supplies needed for a job.
- Administrates preventive/reactive maintenance schedule.
- Records and evaluates preventive maintenance activities and programs.
- Oversees or participates in construction, installation, and preventative maintenance of equipment.
- Observes/evaluates corrective maintenance or repair on equipment.
- Orients and trains employees to perform maintenance activities and tasks.
- Follows safety procedures and maintains a safe work environment.
- Performs maintenance replacement and repair in areas of carpentry, electrical work, plumbing, mechanical, painting, flooring, and other minor building repairs as long as a permit is not required to conduct the job.
- Ability to properly utilize new equipment and follow safety procedures prior to using this equipment.



Additional Duties:

- Practice and adhere to FirstService Residential Global Service Standards.
- Conduct business at all times with the highest standards of personal, professional and ethical conduct.
- Perform or assist with any operations as required to maintain workflow and to meet schedules. Notify supervision of unusual equipment or operating problems and the need for additional material and supplies.
- May participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements, policies, and regulatory guidelines.
- Ensure all safety precautions are followed while performing the work.
- Follow all policies and Standard Operating Procedures as instructed by Management.
- Perform any range of special projects, tasks and other related duties as assigned.

Supervisory Responsibilities

Directly or indirectly supervise employees within the assigned property.

Education & Experience

- High school diploma or equivalency preferred.
- Maintains current knowledge in the field of maintenance repairs and replacements through industry sponsored educational seminars. HVAC and/or other related trade licenses/ certifications may be required.

Knowledge, Skills & Proficiencies

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.

- Must possess strong maintenance and repair skills in HVAC, cooling towers, chillers, painting, carpentry, plumbing and electricity.
- Requires a minimum of three (3) to five (5) years general experience in building trades, repair and replacement maintenance or handy work.
- Supervisory experience preferred.
- **Computer literacy:** Proficiency and working knowledge of Microsoft offices applications. Word, Excel spreadsheets, and e-mail.
- Effective written and verbal communication skills. Strong customer service, communication and interpersonal skills required.

Tools & Equipment Used

Use mops, cleaning solutions, water and foam hoses, scrub pads, brushes, brooms, hand tools, and personal protective equipment as required.

Physical Requirements & Working Environment

The physical demands described here are representative of those that must be met by an associate to



successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- Ability to lift up to 50 lbs. following appropriate safety procedures
- Work in an upright standing position for long periods of time; be able to reach overhead; have full range of mobility in upper and lower body
- Be able to work in various positions, including, but not limited to stooping, standing, bending over, sitting, kneeling and squatting for extended periods of time, climbing stairs, navigating the property/building quickly and easily as required to meet the job functions
- Climb ladders and work at heights above ground level (maximum 14 ft. on A-frames and 21 ft on extension ladders)
- Ability to work in different environmental working conditions (e.g. heat, cold, wind, rain, humidity)
- Repeat various motions with the wrists, hands and fingers
- Be able to lift, pull and push materials and equipment up to 50 lbs. occasionally to complete assigned job tasks
- Communicate, receive and exchange ideas and information by means of the spoken and written word
- Maintain a valid Florida driver's license

Travel

None.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties and responsibilities to this job at any time.

I acknowledge that I have read this document and that it was discussed with me today. I understand the contents and acknowledge that I received a copy.

ASSOCIATE:

Print name

Signature

Date

MANAGER:

Print name

Signature

Date