

Job Description

Housing Maintenance Manager

PURPOSE OF THE POSITION

(The main reason for the position, in what context and what is the overall end result)

The Housing Maintenance Manager is responsible for the management of maintenance all public housing units in order to ensure that units are maintained in a safe and reasonable manner.

SCOPE

(The way that the position contributes to and impacts on the organization)

Reporting to the Housing Manager, the Housing Maintenance Manager will oversee all public housing maintenance programs. The Foreman will ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions comply with the relevant legislation, policies and procedures.

The Foreman is responsible for the repair and maintenance of buildings. He/she must supervise and lead maintenance staff in an effective manner and ensure the level of morale is maintained. He/she must also respond to concerns and complaints of tenants in a positive and courteous manner. Failure to provide adequate services may result in unsafe or poorly maintained public housing units.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Manage maintenance and repairs to public housing units

Main Activities

- Conduct inspections of public housing units for needed services and repairs
- Coordinate emergency and regular repairs and coordinate repairs to buildings
- Maintain fire protection systems and equipment
- Supervise landscaping and grounds maintenance
- Coordinate maintenance and repairs to structural, mechanical and electrical systems
- Coordinate maintenance and repairs of boilers, heating and ventilation systems, pumps weather stripping
- Coordinate maintenance and repairs of building interiors and exteriors
- Coordinate maintenance and repairs of finishing, ceilings, flooring and roofing
- Coordinate maintenance and repairs to appliances including stoves, refrigerators and washing machines

2. Supervise maintenance staff in order to ensure a positive and healthy work environment

Main Activities

- Evaluate, train and develop staff
- Provide leadership, guidance and counseling to staff

- Promote staff morale and workplace safety
- Assign tasks and ensure schedules are maintained
- Adjust tasks to meet staff capabilities
- Recognize and deal with language problems
- Provide opportunities for training
- Ensure work place safety is practiced
- Supervise staff and delegate responsibilities
- Take corrective action when required

3. Maintain the general administration of the maintenance program

Main Activities

- Prepare budgets and financial reports
- Assist with preparation of Maintenance and Improvement Plans
- Establish preventative maintenance schedules
- Prepare plans for short terms projects
- Manage applicable projects
- Manage contracts
- Keep a daily log
- Track data using the computerized maintenance management system
- Prepare activity reports and work order reports
- Recommend the purchase of goods and equipment
- Maintain inventories
- Provide reports to government agencies, departments and other organizations as required
- Ensure records are maintained

4. Perform other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

(The knowledge, skills and attitudes required for satisfactory job performance)

Knowledge

The incumbent must have proficient knowledge in the following areas:

- ✓ knowledge of budgeting and financial administration
- ✓ knowledge of human resource management
- ✓ knowledge of maintenance planning and administration
- ✓ knowledge of carpentry and building maintenance
- ✓ knowledge of safe operation of basic hand and power tools
- ✓ knowledge of oil burner systems
- ✓ knowledge of electrical systems
- ✓ knowledge of appliance maintenance and repair
- ✓ knowledge of workplace safety and safe lifting and handling procedures
- ✓ knowledge of First Aid and CPR
- ✓ inspection procedures
- ✓ building maintenance
- ✓ knowledge of mechanical, plumbing, heating, ventilation and electrical systems
- ✓ applicable bylaws and procedures

Skills

The incumbent must demonstrate the following skills:

- ✓ team leadership and management skills
- ✓ human resource management skills
- ✓ client service skills
- ✓ contract management skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ negotiations skills
- ✓ literacy skills including the ability to read manuals
- ✓ effective verbal and listening communications skills
- ✓ computer skills including the ability to operate the computerized maintenance management system
- ✓ effective public relations and public speaking skills
- ✓ stress management skills
- ✓ time management skills

Personal Attributes

The incumbent must also demonstrate the following personal attributes:

- ✓ maintain standards of conduct
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate a dedication to the position and the community
- ✓ demonstrate sound work ethics
- ✓ be consistent and fair

The Foreman would normally attain the required knowledge, skills and attitudes through completion of a Journeyman Certification Program in a related trade combined with several years of trades, administration and management experience. Equivalencies will be considered.

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

The Housing Maintenance Manager has a physically strenuous and demanding job. He/she will be lifting, pulling and managing heavy equipment and objects. The Manager will have to work in all weather, and must be prepared for both extreme heat and cold.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The Housing Maintenance Manager must work outside in all different weather conditions including extreme cold and extreme heat.

Sensory Demands

(The nature of demands on the incumbent's senses)

The Housing Maintenance Manager is constantly exposed to unpleasant sights and smells. He/she may at times be exposed to dangerous and/or toxic substances and must take necessary precautions to protect eyes, nose and skin from irritation and infection.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

The Housing Maintenance Manager must work independently and is expected to maintain a schedule of maintenance and repairs. Any problems or inconveniences may result in increased stress to complete tasks in a limited time. Stress is caused by the requirement to supervise and direct others. The Manager must be sensitive to the culture of employees and residents.

CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name Date	Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Housing Manager's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.