



JOB TITLE: Maintenance Supervisor

EMPLOYER: ReBuild Metro, Inc.

DEPARTMENT: Property Management

REPORTS TO: Property Manager

MISSION: ReBuild Metro, Inc. has been building quality historic rehabs and new-construction homes in East Baltimore for nearly ten years. Our team's expertise is in crafting stylish yet affordable residences in beautiful historic neighborhoods. We use the power of planning, redevelopment, and markets to strengthen neighborhoods, increase community prosperity, and cultivate human capital.

SUMMARY: Maintaining and repairing physical structures of buildings and property grounds.

DUTIES AND RESPONSIBILITIES:

Maintenance

- Oversees building and grounds maintenance.
- Operates and maintains custodial functions.
- Ensures security and emergency preparedness procedures are implemented properly.
- Ensures that the facility is clean and maintained according to company policy and procedures.
- Oversees and supervises the quality of work for other employees to ensure that all tasks are performed correctly, efficiently, and effectively.
- Monitor interior and exterior areas of building for cleanliness and general conservation.
- Prepare and implement project budgets and timeframes.
- Manages and reviews service contracts.
- Checks completed work by vendors and contractors.
- Recommends maintenance, mechanical, electrical, and facility design modifications.
- Maintains and repairs buildings' plumbing and electrical systems, including replacing worn or defective parts such as switches and fuses.
- Maintains and repairs appliances and HVAC equipment.
- Travels to pick up supplies.
- Assists other departments with moving furniture and unloading and storing supplies.
- Performs other related duties as assigned by management.

Management

- Manages database of Work Orders (Yardi) in collaboration with the Property Manager.
- Delegate cleaning and maintenance responsibilities to maintenance staff.
- Ascertains the scope of work required to maintain the rental suitability of company property and sustain customer service standards of ReBUILD Metro.
- Utilizing assigned budget and ReBUILD Metro procurement protocols, purchases materials for the completion of work orders or capital projects.
- Track material stock and orders.
- Work in collaboration with the Asset Management function of ReBUILD Metro (COO, Assistant Asset Manager, Property Manager) to identify and implement capital improvements necessary to support ReBUILD Metro mission-related and financial objectives.
- Supervises implementation of approved and assigned capital projects to ensure completion standards (time,



material, quality, etc.) of either ReBUILD Metro maintenance personnel or third-party vendors.

- Ensures cost controls consistent with ReBUILD Metro procurement policies through competitive bidding processes, receiving materials or contracted services, and approves invoices for payment.
- In collaboration with Asset Management, recommends allocation of capital projects to either ReBUILD Metro In-house Maintenance Team or third-party vendors.
- Appropriately assign, schedule, and supervise ReBUILD Metro maintenance personnel to ensure timely completion of all work orders and approved capital projects.
- Consistently use successful techniques and company directives to orient and train new personnel.
- Ensures efficiency of staff through ongoing training, instruction, counselling and leadership.
- Documents appropriately and communicate situation to Chief Operations Officer, Human Resources, and direct supervisor.

Administrative

- Prepares and/or implements procedures and systems within company guidelines to ensure orderly, efficient workflow.
- Ensures all administrative paperwork is accurate, complete and submitted on a timely basis.
- Leads emergency team for community. Ensure proper response and handling of all community emergencies with staff, residents, properties, etc. within company guidelines to minimize liabilities (i.e., fires, floods, freezes, etc.).
- Learns and ensures compliance with all company, local, state and federal safety rules.
- Ensures that unsafe conditions are corrected in a timely manner.
- Performs other related duties as assigned by management.
- Assists Asset management with inspections from governing agencies.

SUPERVISORY RESPONSIBILITIES:

- This job has supervisory responsibilities.
- Indirectly supervises two employees within the Property Management department.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing and training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

QUALIFICATIONS:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- 5+ years of experience in property management.
- Demonstrated ability to plan and prioritize tasks in a self-directed work environment and maintain high levels of productivity without direct supervision.
- Able to work in a team environment and take direction.
- Able to stand and exert fast-paced mobility for entire shift.
- Able to maintain balance, lift, bend, kneel, stoop, and wipe.
- Strong knowledge of residential buildings, interior and exterior.
- Must have competent skills using a variety of tools.
- Detail oriented.
- Outstanding communication skills, both written and verbal.
- Computer skills required: Word Processing Software (Word); Electronic Mail Software (Outlook).
- Must have a vehicle and valid driver's license.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and

ethically; Upholds organizational values.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continually required to stand.
- Continually required to walk.
- Frequently required to sit.
- Continually required to utilize hand and finger dexterity.
- Continually required to climb, balance, bend, stoop, kneel or crawl.
- Continually required to talk or hear.
- Continually utilize visual acuity to operate equipment, read technical information
- Continually required to lift/push/carry items more than 50 pounds.
- Continually exposure to outside weather conditions.
- Continually exposure to extreme heat or cold (non-weather).
- While performing the duties of this job, the noise level in the work environment is usually moderate.

SALARY & BENEFITS: ReBuild Metro provides a comprehensive benefits package including Medical, Dental, Vision, Life Insurance, 401(k) with company match, eleven (11) paid holidays and Paid Time Off (PTO).

HOW TO APPLY: Submit resume and cover letter to: recruitment@rebuildmetro.com