



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Maintenance Supervisor – Fischer Development

DEPARTMENT: Asset Management

DATE POSTED: 12/09/2016

CLOSING DATE: Until Filled

SALARY RANGE: PAY Grade M 20
\$ 39,250 - \$ 48,272 Annually

120916 – AM - 001

FLSA CLASS: Exempt

SUMMARY

The Maintenance Supervisor applies personnel, including self, tools, equipment, and material in performance of any of the wide ranging tasks associated with grounds, building, and property clean-up, maintenance, and repair. The Maintenance Supervisor is a working Supervisor position, and will be responsible for ensuring that property and units are in good working order, that units are turned in an efficient and effective manner, and that property passes all regulatory physical inspections.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Reports directly to the Fischer Property Manager, and communicates daily to advise on the status of work orders and special projects, and to receive direction on maintenance goals of the property.
- Devises daily work plans and ensures that work orders are created and assigned; when applicable, directs subordinates in plan execution; prepares various status reports.
- Coordinates and monitors service agreements and maintenance contracts.
- Troubleshoots maintenance and repair problems to determine methods and means of resolution.
- Performs maintenance and repair activities such as, but not limited to, performance of service requests and preventive maintenance, and preparation of vacancies for occupancy, including inspections, and inventory of assigned assets.
- Responsible for preparing property and units for all HUD REAC inspections, HUD HQS inspections, and any other regulatory inspections, including participating in UPCS and HQS pre-inspections, ensuring that work orders are prepared, and that all identified maintenance and repair is completed prior to inspections;
- Responsible for creating and maintaining an inventory control system for materials, supplies, and equipment.
- Supervises and performs ground maintenance as necessary, to ensure grounds are properly maintained, including mowing, edging, and vegetation control.
- Operates, cleans, and maintains hand and power tools and equipment in performance of required maintenance, repairs, and ground maintenance.

- Supervises and performs basic ground clean up and sanitation tasks such as, but not limited to, trash and refuse collection, bagging, loading onto a vehicle and removal from HANO property.
- Assists Manager in preparation of requisitions and assists in procurement of material and supplies.
- Supervises assigned staff, monitors performance, and conducts s performance evaluations.
- Oversees or completes work orders and is responsible for their timely completion and reporting.
- Performs other duties as assigned and/or required, including temporary assignments at other locations or doing other functions commensurate with the qualifications and knowledge of this position.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions;

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.

Job Competencies

- Ability to plan, direct, and control the activity of others.
- Ability to understand the workings of equipment and systems encountered on the job.
- Comprehensive and demonstrable knowledge of HUD Uniform Physical Conditions Standards (UPCS) and Housing Quality Standards (HQS), and inspection procedures or successful completion of HUD UPCS and HQS training within 6 months of employment;
- Knowledge of tools and equipment routinely required to perform the work of the position.
- Ability to perform maintenance and repairs involving carpentry, plumbing, electrical, painting, HVAC, appliance, and mechanical skills.
- Ability to work with others.
- Ability to communicate orally and in writing, and to maintain good rapport with the public, residents, and employees.
- Knowledge of basic mathematics.
- Proficient in using computer software for entering work orders and generating reports, such as MS Word, Excel, Outlook, Emphasys Elite, etc. and should be capable of using internet resources for research.
- Ability to lift fifty (50) pounds.

- Valid driver's license or obtain such within the first thirty (30) days of employment. Must be able to drive under varying conditions. Eligibility for coverage under PHA Fleet insurance.
- Must pass Drug test.
- Possess EPA certification for HVAC refrigerant purchase and repair or be willing to obtain certification within 6 months of employment.

Education and/or Experience

Six years of general maintenance and repair experience; or, any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved. Prefer completion of a formal apprenticeship program or technical school.

Technical Skills

Knowledge of building and equipment maintenance/repair techniques. Skill in applying building and equipment maintenance/repair techniques. Skilled in both verbal and written communication.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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.

Environment: Standard office and field setting with travel from site to site. Some exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions; exposure to mechanical and electrical hazards. Work and/or walk for long periods of time on various types of surfaces including slippery or uneven surfaces and rough terrain. Work schedule is a 9/80; subject to 24-hour emergency callbacks and standby and requires working varying hours, after business hours, weekends and holidays. Work environment is both formal and informal, team-oriented, having both routine and variable tasks with variable pace and pressure. Work is performed both indoors in office, units and shop area and outdoors in streets and within the development.

Physical: Primary functions require sufficient physical ability to work in an office and field setting and operate assigned equipment. Frequent walking, standing, sitting, downward flexion of neck, side-to-side turning of neck, lifting below and at waist level of objects weighing up to 25 lbs. and transporting for distances up to 300 feet; Occasional bending and stooping, squatting, reaching above and at shoulder height, kneeling, balancing above ground, pushing/pulling, twisting at waist, upward flexion of neck; lifting of objects weighing 26-75 lbs. from below waist to above shoulder level either with or without assistance and transporting for distances up to 25 feet; lifting of objects weighing over 75 lbs. with assistance and transporting for distances less than 10 feet; manual dexterity to operate computer keyboard, grasp writing materials; strength to grasp hand and power tools; infrequent crawling, climbing; lifting of objects weighing 26 lbs. to over 100 lbs. from below waist to chest level either with or without assistance and transporting for distances less than 10 feet.

EEO POLICY STATEMENT

The Housing Authority of New Orleans (HANO) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Discrimination of any type will not be tolerated.