

Position Title: Housing Maintenance Supervisor

Department: Housing

Reports To: Technical Supervisor

Purpose

To provide and coordinate effective repair of Grey County Housing units in regards to day to day maintenance and move out renovations.

Responsibilities

General Administration

- Plans, coordinates, directs and monitors the day to day maintenance operations of Grey County housing units.
- Plans, directs and monitors the preparation of units for new tenants on move outs. This includes coordination and supervision of custodians, cleaners, painters, trades people and contractors.
- Supervises custodians and other staff to assist with the day to day operations of Grey County units.
- Performs carpentry repairs for units such as floor replacement, cupboard replacement and bathroom renovations.
- Performing minor maintenance repairs such as light bulb replacement, repairing/replacing leaky faucets, toilet repairs, clearing blocked drains as requested by tenants through maintenance request orders.
- Perform annual inspection of family units.
- Showing vacant units to prospective tenants in coordination with Tenant Services.
- Liaises with outside service contractors and inspectors to assure equipment and environment conforms to applicable codes and regulations.
- Tracks and reports on maintenance requests from tenants.
- Meets unit turnover deadlines to ensure movement of wait list while maintaining expected level of quality.

Financial Accountability

- Assists in the development of the annual departmental budget.
- Assists in identifying any necessary capital expense replacement items.

- Ensures compliance with Grey County procurement policies and procedures.
- Manages and monitors expenditures for designated buildings/homes, explains monthly variances and works with Manger to identify corrective action.
- Ensures effective and efficient procurement of supplies, materials and stock so that appropriate inventories are maintained.
- Assuming weekly on-call duty on a rotational basis in order to support the housing department's responsibility to respond to problems and emergencies on a 24-hour/day basis.

Occupational Health and Safety

- Contributes to the development and creation of a safe work culture, leading by example in all aspects of Health and Safety.
- Ensures direct reports adhere to the OH&S Act and Regulations, all policies are followed and protective gear is worn.
- Oversees orientation of direct reports.
- Attends education sessions, drills and tenant meetings.

Tenant Relations

- Models and fosters an environment of positive customer service.
- Responds promptly to maintenance requests and concerns.
- Recognizes and works with specific needs of a vulnerable tenant population.

Quality Management

- Participates in preventative maintenance and designated substance programs.
- Ensures quality work standards are met in repairs and renovations of units.

Working Conditions

Forty (40) hours per week, work is subject to interruptions, overtime and varied hours, exposures to restricted spaces and heights, chemicals and inclement weather. Use of a personal vehicle to travel between buildings, when more than one building is part of the assigned portfolio, is required.

Contacts

Internal Working Relationships

Technical Supervisor, Tenant Services Coordinator, Tenant Services Manager, Community Relations Worker, Custodians.

External Working Relationships

Tenants, local Fire Departments, contractors, suppliers, sales personnel, and the general public.

Knowledge and Skill

- Preferably incumbent will have post-secondary diploma or trade certificate in carpentry or equivalent.
- The position requires a thorough knowledge of building construction, building codes, technical standards, and municipal regulations concerning building construction, maintenance trades, health and safety codes and legislation, technical directives and procedures, and the budgeting process.
- Ability to use email, Microsoft word and outlook calendar.
- Ability to read and write English and effectively communicate verbal or written instructions for staff.
- Proven ability to exercise tact and diplomacy is required.
- Management experience preferred.
- WHMIS training and other related training an asset.
- Valid driver's license, vehicle required.
- Clean criminal records check.

Identified Hazards

- Required to work with chemicals that could be hazardous.
- Some stress resulting from specific needs of tenant population, time pressures.
- Possible exposure to weather elements.

Impact of Error

Errors in judgement could result in unsafe working conditions affecting staff and contractors, unsafe living conditions affecting tenants, financial losses for the County. Improper renovation practices could result in deterioration of the physical condition of housing properties and not meeting building code and fire code requirements. Delay in renovation process increases waitlist times and results in rental income loss.