

Brookline Housing Authority

Position Description

Position Title:	Director of Maintenance	Department:	Maintenance
Reports to:	Executive Director	Approved By:	
FLSA Status:	Exempt	Approved Date:	

Summary

The primary purpose of this position is to direct the maintenance operations of the Brookline Housing Authority, ensuring that all activities are completed in an expeditious and courteous manner. The incumbent monitors maintenance staff performance through the work order system and develops and enhances reports to monitor performance. This position acts as the contract manager for all service contracts, including, but not limited to, pest control and elevator maintenance. The incumbent supervises the following positions: Manager of Plumbing and Mechanical Systems, Principal Clerk – Maintenance, Foreman, Lead Mechanic, Carpenter, Maintenance Mechanic, and Laborer.

All activities must support the Brookline Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed.

- Directs the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting and training new employees, acting on employee problems, and recommending and implementing discipline.
- Schedules and communicates maintenance staff work assignments; monitors and reviews work products; ensures tasks are completed within appropriate timeframes; performs periodic quality control audits of work order and other department systems.
- Responsible for the periodic revision of department procedures, makes recommendations to ensure compliance with established laws, codes, regulations, and policies.
- Develops and directs appropriate preventive maintenance programs for BHA properties.
- Coordinates with Directors and other staff in preparation for DHCD Performance Management Reviews, REAC Inspections, independent audits, PHMAP and other scores related to BHA maintenance operations.
- Coordinates with Foreman to: plan and schedule all vacancy turn over activities; review work order backlogs and other productivity issues; develop and maintain work order procedures and reporting systems.
- Participates in the annual modernization planning cycle to ensure that issues identified by maintenance staff, property managers, and others are included in plan priorities.
- Oversees modernization projects and acts as a project manager as required. Facilitates communication between Housing Managers and Foreman on site-specific projects.
- Approves all purchase orders and requisitions for department equipment, supplies and materials. Performs spot checks of site stock rooms and maintenance shops in order to monitor inventory.
- Manages department procurement procedures: develops IFB specifications, submits bid notifications, and evaluates submissions for all service contracts, and approves vendors/contractors in accordance with applicable laws.
- Reviews tenant charges with Property Management and Finance Department staff as needed.
- Attends Board meetings and senior staff meetings.

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- Performs other duties as assigned.

Behavioral Competencies

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

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates. Manages performance by providing regular feedback and reinforcement.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to establish full understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

Bachelor's Degree in construction, facilities management, or related field and five (5) years of experience planning and scheduling maintenance work for a large residential real estate portfolio, including a minimum of three (3) years in a supervisory capacity. An equivalent combination of education and experience may be considered. Must possess a valid Massachusetts driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Experience with housing software, COMMBUYS, and Bid-Docs preferred. Must have the ability to learn other computer software programs as required by assigned tasks.

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Physical Demands

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.

To perform this job successfully, the employee is frequently required to travel to various Authority properties to clean and maintain grounds. Daily movements include sitting; standing; reaching and grasping; moving about the properties; and attending onsite meetings and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must regularly transport up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.