

## Summary

The Maintenance Supervisor is a leader at the property and supports ResProp Management's goals by ensuring their team and property perform at the highest level. The Maintenance Supervisor oversees and performs technical and mechanical work that ensures the buildings, grounds, amenities, and common areas of the property meet the Company's standards for cleanliness, appearance, safety, and overall functionality.

## Responsibilities

### Leadership, Teammates and Staffing

- Establishes and maintains a team of qualified and trained teammates who understand their roles and responsibilities.
- Evaluates team performance and schedules training when needed.
- Establishes clear goals and objectives and gives clear instructions to ensure work is performed correctly.
- Maintains a safe working environment and educates all teammates on the ResProp Hazcom program and safe work procedures.

### Common Areas and Grounds

- Supervises the cleanliness and overall appearance of the property's grounds, amenities, building exteriors, market ready unit interiors, breezeways, curbs, signage, leasing office, central garbage areas, parking lots, and other buildings and common areas to ensure that they reflect and represent the high quality of the community and the Company's standards.
- Reports liability hazards immediately to the Property Manager if unable to correct when discovered
- Maintains accurate and up to date records on all logs maintained by the property.
- Performs ongoing preventive maintenance for pools, parking lots, building exteriors, and any other sites involving the property.
- Makes capital improvement recommendations.

### Unit Make Readies

- Adheres to the Company's policies and procedures to ensure the completion of the unit make-ready process that prepares vacant apartment homes for immediate move-ins.
- Ensures that the pre-move-out inspection is completed and creates a "punch" list of maintenance work that may be needed.
- Schedules vendors and contractors as needed
- Obtains needed supplies and materials.
- Completes all maintenance tasks.
- Inspects completed work to ensure the highest quality and Company standards.

### Service Requests

- Adheres to the Company's policies and procedures to ensure work orders generated from

resident requests, as well as routine upkeep on the community, are completed to the Company's standards.

- Ensures resident satisfaction by completing work orders promptly and correctly while being mindful of the property's budget.

#### Vendor Management

- Purchases goods and materials as per the Company's policies and procedures
- Inspects work performed by contractors, vendors, and other service providers to verify the work, materials, and services meet the Company's standards, budget, scope, and specifications as required.
- Maintains a functional knowledge base of our procurement platform and leverages the platform, per the Company's policies and procedures.

#### Additional Responsibilities

- Provides excellent customer service when interacting with residents, guests, and vendors.
- Drives property performance by overseeing all aspects of service operations to ensure operational goals are achieved.
- Supports cost-cutting and expense control programs by fixing rather than replacing parts when possible, not being wasteful with materials and supplies, and practicing the correct use of tools and equipment.
- Partners with the Property Manager and provides teammate performance reviews, praise from residents, corrective action needs, and more.
- Assists the Regional Maintenance Director with recruiting and interviewing for maintenance team members.

#### Physical Requirements

- Requires ability to walk, stand, sit and climb stairs alternatively for the purposes of completing office work, inspection of apartments, and to conduct sales tours.
- Approximately 60% of time spent walking and climbing and 30% sitting.
- Requires the ability to lift or carry for the purposes of document dissemination, preparation of apartments for customers, and moving furniture/appliances within the office and apartment environment.

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|----|-------------------------|-------------------------------------|
| A. | over 150 pounds         | Rare need (less than 5% of time)    |
| B. | between 75 - 150 pounds | Occasional need (1% to 33% of time) |
| C. | between 25 - 75 pounds  | Frequent need (33% to 66% of time)  |
| D. | Less than 25 pounds     | Constant need (66% to 100% of time) |

This job description supersedes and replaces any prior job descriptions that conflict with the job description set forth herein.

#### Acknowledgement & Agreement

By signing below, you agree to the terms of this job description and confirm that you have read and understand this job description.

Name: \_\_\_\_\_ Date: \_\_\_\_\_