



Position Description

Housing Maintenance Manager

JOB PURPOSE: The Housing Maintenance Manager oversees the daily operations, repairs, inspections, projects and communications for residential properties, which consist of single-family homes, duplexes and apartments. This role blends hands-on technical expertise and project management with supervisory responsibilities, ensuring maintenance teams efficiently complete work orders, unit turnovers, and preventative maintenance while upholding institutional standards.

ESSENTIAL FUNCTIONS:	% of time
Operations Oversight	25 % of time for section
Responds to daily work orders and assigns tasks to Facilities staff as needed.	
Schedules work and coordinates vendors as needed	
Ensures compliance with all safety standards and regulatory requirements.	
Technical Troubleshooting	20% of time for section
Diagnoses and repairs home building systems, including HVAC, plumbing, electrical, and mechanical systems components.	
Manages project renovations, and vendor/contractor relationships.	
Assists with capital improvement projects in coordination with Facilities/Operations.	
Inspection	15% of time for section
Responsible for coordination and inspections of residences, and periodic inspections as needed.	
Turnover and Maintenance	10% of time for section
Prepares vacant residences for new residents, including inspections, repairs and cleaning.	
Ensures timely and high-quality unit turnover	
Administrative Tasks	15% of time for section
Tracks inventory, manages budgets. Creates RFP and bids for projects. Manages work order system (Team Dynamix or similar). Works cooperatively with AVP Operations/Facilities to implement and meet historical preservation requirements and permitting. Invoice review and approval. Coordinates after hours and emergency response with Public Safety and Facilities as needed.	
Standards	10% of time for section

Establishes and enforces institutional standards for interior and exterior fixtures and finishes. Ensure all projects align with long term residential standards	
Coordination with other departments	5% of time for section
Coordinates with Facilities, Operations, Auxiliary and Public Safety, and any other staff for projects that require support from those areas	
Total	100% time
OTHER FUNCTIONS: This description reflects essential functions of the position, it does not restrict tasks that may be assigned or changed at any time.	

QUALIFICATIONS

CREDENTIALS REQUIRED:

- **Experience:** 3–5 years in multi-family or residential maintenance, with proven experience in team leadership and project management.

COMPETENCIES REQUIRED:

Work Competencies

Job Specific Best Practices – Essential Preventative Maintenance

- **HVAC Systems:** Scheduled preventative maintenance, such as checking filters and cleaning units, quarterly/seasonally to improve energy efficiency.
- **Plumbing:** Routinely inspect for leaks, check water pressure, and clear drains to avoid water damage.
- **Roof and Exterior:** Conduct annual inspections to check for damaged shingles, siding, gutters, including windows, doors chimney and foundation.
- **Exterior (structures)** – painting and repairs as needed.
- **Landscaping** – Inspection of landscaping, replacement/removal of trees/shrubs as needed.
- **Safety Devices:** Test smoke and carbon monoxide detectors and replace batteries at least once a year.
- **Electrical:** Annually inspect panels and wiring to prevent fire hazards

Job Specific Best Practices- Operational

- **Seasonal Checklists:** Develop a structured plan for fall/winter (heating, insulation) and spring/summer (A/C, landscaping, snow removal).
- **Use Technology:** Use of team dynamix work order system and/or other software for schedules, track work orders, and managing vendor relationships.
- **Proactive Inspections:** Conduct regular, documented inspections to identify wear and tear before it becomes a major failure.
- **Tenant Communication:** Create a clear channel of communication for maintenance requests, procedures, property rules and regulations, and education of residents on basic upkeep.

- **Vendor Management:** Pre-approve licensed, reliable contractors for specialized work (HVAC, electrical, plumbing, carpentry) to ensure quality repairs.

PREFERRED QUALIFICATIONS AND SKILLS:

- **Technical Skills:** Deep knowledge of HVAC, plumbing, and electrical systems.
- **Certifications:** EPA Universal, Certified Apartment Maintenance Technician (CAMT), or trade licenses are preferred.
- **Microsoft Excel and Word**
- **Soft Skills:** Strong organizational, communication, and problem-solving abilities in a fast-paced, resident-focused environment
- **Clean Driving record:** Must have active driver's license, with a good driving record.

PHYSICAL / ENVIRONMENTAL DEMANDS:

This job may require lifting at least 50 pounds, using ladders, and operating equipment and power tools.

Prepared by: Stephen Cardone, Director of Housing, Contracts and Procurement Date: