

# HOUSING AUTHORITY OF DOUGLAS COUNTY

8474 Pounds Circle ▪ Douglasville, GA 30134  
(770)-942-3121 Phone ▪ (770) 942-2570 Fax

## Job Description

**Title:** Maintenance Supervisor

**Reports To:** Director of Contract Management

**Department/Division:** Maintenance

**FLSA Status:** Non-Exempt

**Employment Status:** Full-Time

**Date:** November 8, 2021

### Position Summary

Responsible for supervising, and coordinating maintenance operations to provide timely and cost-effective maintenance services for the Agency, ensuring work is performed in accordance with HUD standards and general policies and objectives outlined by the Director of Contract Management. These tasks are to be performed at a level that supports the Agency's efforts to achieve the highest rating on HUD's evaluation systems. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

### Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Plans, directs, and supervises daily activities of maintenance and establishes objectives and priorities for the department. Plans, schedules and reviews daily maintenance work orders and assignments with maintenance personnel, provides guidance and assistance to employees as needed to perform assigned work.
2. Oversees all phases of housing maintenance risk controls. Develops work safety programs and monitors maintenance employees' work to ensure that safety rules are followed.
3. Assists the Director of Contract Management in the decision process of future maintenance priorities and the coordination between private contractors and maintenance crew. Develops, schedules, and manages a preventive maintenance program designed to retain Agency properties in safe operating condition.
4. Monitors all departmental expenditures to ensure operations remain within approved budget.
5. Makes decisions on whether to repair or replace damaged property. Makes estimates for time and materials needed for a variety of maintenance tasks such as electrical, and gas, water, and sewer lines and the upkeep of community grounds. Ensures procurement protocol is followed and, within established parameters, submits and/or authorizes acquisition of proper equipment, materials, appliances, supplies, and services to meet project and Agency needs in a timely manner.
6. May recommend major purchases of materials on based anticipated changes in prices or on unusual availability situations. Balances cash flow considerations against possible price savings.

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7. Develops specifications and standardizations for inventory of necessary equipment, maintenance, and repair needs and monitors usage quantities and frequency through review of inventory reports to track utilization of resources. Calculates and analyzes trends and projections to establish minimum and maximum inventory levels and reorder quantities.
8. Acts as liaison and advocate for the Agency regarding damage claims, personal property loss claims, or general liability suits against the Agency. Coordinates activities with the insurance provider.
9. Establishes training program for maintenance personnel and oversees on-the-job training of employees, develops effective plans and procedures to improve maintenance operations, and ensures departmental performance is compliance with federal assessment programs.
10. Performs regular walk-by inspections of Agency properties to identify and resolve unsafe or unsatisfactory conditions requiring maintenance. Addresses any safety issues or hazardous conditions immediately.
11. Solicits competitive quotes from vendors for small purchases.
12. Monitors special programs and coordinates the preparation of regular activities and status reports. Analyzes program effectiveness and recommends program changes to the Director of Contract Management.
13. Coordinates inspection of damage to Agency-owned properties with maintenance personnel and makes determinations regarding any resident responsibility for repair. Coordinates assessing resident charges with appropriate Agency personnel, in accordance with Agency protocol.
14. Assesses and coordinates with appropriate Agency personnel to make appropriate arrangements for the Agency's reimbursement for damages and/or losses caused by negligence of maintenance employees. Damages or losses caused by maintenance employees include, but are not limited to supplies, tools, checked-out tools, and equipment.
15. Reviews and approves department staff timesheets to address discrepancies and/or verify accuracy of time spent relative to assignments.
16. Attends meetings as needed to discuss matters concerning overall maintenance operations, ongoing projects, and performance of maintenance personnel. Serves as policy and program advisor to the Executive Director regarding Agency effectiveness in implementation of its maintenance program and HUD standards, and other department wide standards.
17. Prepares reports, statistical data, and records of maintenance information in an accurate and timely manner as required.
18. Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality, seamless customer service.
19. Responds to after hour emergencies as required.

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20. May be required to track time, cost, and revenue for Project Based Management.
21. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.
22. Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

## Education and Experience

High school diploma or GED with an Associate degree in Construction Management, Engineering, or Industrial Arts or related program preferred. Five (5) years of progressively responsible experience in construction, contracting or maintenance. Two (2) years or more of managerial or supervisory experience in maintenance construction or contracting, or an equivalent combination of education and experience.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Fair Housing
- Uniform Physical Condition Standards (UPCS)

## Knowledge and Skills

1. Work requires supervising and monitoring performance for a regular group of employees or department including input on hiring/disciplinary action and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first-line supervisor typically performs these functions.
2. Must have a working knowledge of all aspects of HVAC, electrical, carpentry, plumbing, landscape, roofing, and pest control.
3. Thorough knowledge of the trade skills, methods, materials, tools, and equipment used in maintaining dwelling and non-dwelling facilities.
4. Thorough knowledge of federal, state, and local laws, regulations, regulations pertaining to public housing authorities as they relate to maintenance of Agency properties.
5. Working knowledge of mathematical calculations and the principles, practices, and techniques of cost estimating and budgeting.
6. Advanced ability to read and understand advanced literature, books reviews, technical journals, financial reports, and legal documents.
7. Must be skillfull in prioritizing, problem solving, formulation, reasoning, analyzing and proofreading.
8. High level of communications skills.

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9. Computer skills (Excel, Word, etc.).
10. Must have an understanding of life safety code, OSHA regulations.
11. Ability to interpret complex laws, codes, and regulations.
12. Ability to read and interpret blueprints/shop drawings, plans, and specifications.
13. Ability to conduct safety and property inspections.
14. Must be able to establish and maintain effective working relationships with other Agency employees, subordinates, residents, contractors, vendors, and other persons outside the Agency.

## **Supervision Controls**

The Maintenance Supervisor receives instructions from the Director of Contract Management on a daily basis regarding assignments, priorities, deadlines, and project parameters. The employee is generally free to develop methods, priorities, and/or objectives and make modifications within boundaries set by the supervisor. Normally, the employee makes independent decisions pertaining to situations not covered by specific guidelines, but the supervisor is consulted in serious or unusual circumstances. The Maintenance Supervisor's finished work project is reviewed closely for compliance with procedures and achievement of goals

The Maintenance Supervisor gives assignments to maintenance personnel, specifying priorities, deadlines, and objectives. Assignments to staff will include what is to be done, deadlines, quality, quantity, and priority. The Maintenance Supervisor instructs, assigns, plans, and reviews work of staff and recommends solutions, discipline, evaluations, hiring, and discharge of employees.

## **Guidelines**

Guidelines followed by the Maintenance Supervisor include handbooks and reference materials, established policies and procedures, traditional practices, applicable laws, regulations, and building ordinances/codes. Upon personal initiative, the employee may perform independent research and/or obtain informal guidance and assistance from other applicable sources.

## **Complexity**

The Maintenance Supervisor performs a wide variety of non-routine tasks in the overall performance of essential job functions. The course of action is determined by established procedure, the Director of Contract Management, or the employee. Tasks frequently have to be coordinated, integrated, and/or prioritized. Usually, the employee determines what needs to be done and how to accomplish it through creative thinking and methodologies. The employee must coordinate costs, resources, and timing, throughout the overall process. Thorough knowledge of all aspects of maintenance issues is required to successfully achieve Housing Agency objectives.

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## Scope and Effect

The employee's work affects the Agency's total housing program and the residents assisted by the Agency. Effective and efficient accomplishment of work and management goals by the employee is essential to the Agency's ability to achieve its basic mission to provide housing that is decent, safe, and sanitary.

## Personal Contacts

The Maintenance Supervisor has contact with coworkers and management staff, residents, and contractors. Personal contacts serve multiple purposes including giving or gaining information, planning, coordinating, advising, motivating, providing services, and making decisions. At times, it may be difficult to reach agreement with contacts. Ensuring accurate information is readily available and encouraging cooperation among individuals promotes attainment of common goals.

## Physical Requirements

1. Work is performed both indoors and outdoors, and involves physical exertion common to the construction, rehabilitation, and maintenance industries, such as long periods of standing and walking on rough terrain.
2. Normal physical activity can be tedious and require heavy lifting, carrying, and prolonged standing, walking, reaching, bending, pushing, pulling, kneeling, crouching, stooping, climbing, balancing, and lying prone. The employee must use arm strength to manipulate hand tools such as saws, sanders, and jointers.
3. Work sometimes involves moderate risks and discomfort common to architects, engineers, and contractors; and may require occasional use of personal protective equipment.
4. Must be able to sit or stand for up to eight (8) hours at a time while performing work duties.
5. Must be able to bend, stoop, push, pull, carry, lift, climb, kneel, or crawl in the performance of work-related duties.
6. Must have a sense of balance sufficiently for standing on a ladder for an extended period of time of at least six (6) feet in height.
7. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
8. Must be able to operate hand tools, power tools, and equipment (e.g., drills, wrenches, hammers, pliers, electrical [Ohm] meters, saws, threaders, plumbing snakes, etc.)
9. Work requires spatial perception, and finger and manual dexterity.
10. Must have normal color perception to differentiate colors of electrical wiring, etc.
11. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
12. Must have vision and hearing corrected to be able to legally operate a vehicle in various environmental and traffic conditions and perform essential job functions.

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13. Ability to meet aggressive deadlines and manage multiple priorities.
14. Must maintain a professional appearance and portray a positive image for the Agency.
15. Must maintain punctuality and attendance as scheduled.
16. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

## Work Environment

Work is performed indoors and outdoors. During outdoor work, the employee is subjected to various weather and temperature extremes as well as occasional exposure to mechanical or electrical shock hazards, dusts, and mists. The employee may be required to use goggles, gloves, masks, safety boots, or other personal protective equipment. Work indoors involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

## Other Requirements

1. Must possess a State of Georgia driver's license and maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The Housing Authority of Douglas County is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director. Employment with the Housing Authority of Douglas County is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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**EMPLOYEE SIGNATURE**

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**DATE**

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**MANAGER SIGNATURE**

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**DATE**