

## Maintenance Supervisor Position Description

Position Information		
Min/Max Hours per week: 40	Conditions for Overtime: Only in emergencies	Seasonal/Cyclic: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Work Schedule: Full Time <input checked="" type="checkbox"/> Part Time <input type="checkbox"/>		Pay Range:
Incumbent's Name (If filled position):	Address Where Position Is Located: Birch Bay Village Office	
Department: Maintenance	Supervisor's Name and Title: Jen Callaghan, General Manager	
Position Objective		
Purpose of the position and how it supports the BBVCCs mission		
<p>The Birch Bay Village goal is to have well maintained facilities to meet the needs of the community. As a team, our goal is to identify opportunities for improvement that will not only meet the demands of today (and not just the “same old, same old”), but to be forward thinking into the needs of the community tomorrow. We strive to work efficiently and smartly, creating an engaging, strength focused workplace, acting proactively and continuously looking for ways to improve value to the community. As such, the maintenance supervisor role is a key position that exudes these values as a team leader, using all resources (staff) available in participatory fashion.</p>		
Assigned Work Activities (Duties and Tasks)		
% of time (Must total 100%)	List the assigned work in order of importance, with essential functions underlined.	
10%	<p><b>Duty:</b> Supervision of Maintenance Staff</p> <p><b>Tasks include:</b></p> <ul style="list-style-type: none"> <li>Work planning (Seasonal, monthly, weekly, daily)</li> <li>Make recommendations on staffing levels</li> <li>Ensure complete logging in of tasks/time taken</li> <li>Host monthly safety training</li> <li>Coaching performance related issues, conduct probationary and annual reviews</li> <li>Host team building activities (monthly)</li> <li>Strictly enforce employee handbook (i.e. meal breaks are not optional, no overtime unless emergency authorized by GM, proper safety gear worn, etc)</li> <li>Ensure efficient usage of all staff – limit down time, identify strengths and capitalize on them, ensure efficiency, work type should be on level with employee level</li> <li>Identify resources needed (i.e. tools) to assist with efficiency of crew</li> </ul>	
25%	<p><b>Duty:</b> Vendor Management</p> <p><b>Tasks include:</b></p> <ul style="list-style-type: none"> <li>For all projects, develop scope of work to be approved by GM</li> <li>Obtain 3 proposals from approved scope of work</li> <li>Work with vendor on proper documentation - standard contract, permits required, insurance, w9 if needed, licenses, etc. before work is scheduled.</li> <li>Serve as point of contact for vendor during work</li> <li>Inspect finished work before final payout is issued</li> </ul>	

25%	<p><b>Duty:</b> Project Management (non-routine work orders)</p> <p><b>Tasks include:</b></p> <ul style="list-style-type: none"> <li>• For all projects, develop complete project plan to be approved by GM</li> <li>• Obtain all permits required</li> <li>• Directly supervise all work</li> <li>• Obtain 3rd party proposal if requested</li> <li>• Provide weekly status reports, reporting on project progress and budgeted resources used/projected</li> </ul>
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35%	<p><b>Duty:</b> General Maintenance</p> <p><b>Tasks include:</b></p> <ul style="list-style-type: none"> <li>• As a working supervisor role, expected to complete or ensure completion of all work orders in a timely fashion as well as document as required.</li> </ul>
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**Lead Work/Supervisory Responsibilities**

Lead Position: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Supervisory Position: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<input checked="" type="checkbox"/> Assigns Work <input checked="" type="checkbox"/> Instructs Work <input checked="" type="checkbox"/> Plans work <input checked="" type="checkbox"/> Evaluates Performance <input checked="" type="checkbox"/> *Hires <input checked="" type="checkbox"/> *Terminates	<input checked="" type="checkbox"/> Checks Others' Work <input checked="" type="checkbox"/> *Takes Corrective Action  (*Has the authority to effectively recommend these actions.)
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**Working Relationships**

Level of Supervision received (check one): <input type="checkbox"/> Direct/Close Supervision: Most work is reviewed in progress and upon completion. <input type="checkbox"/> General Supervision: Completed work is spot checked. <input type="checkbox"/> General Direction: Completed work is reviewed for effectiveness and expected results. <input checked="" type="checkbox"/> Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals.
Add information that clarifies this position's interactions with others to accomplish work: This position is a key position working closely with the General Manager to meet the overall needs of the Village.

**Working Conditions**

Work Setting, including hazards:	Outdoor
Schedule (i.e., hours and days):	Monday through Friday. Weekends as needed.
Travel Requirements:	None
Tools and Equipment:	Provided
Customer Interactions:	Daily
Other:	Benefits include PTO, Sick Time, 2% IRA Contribution, 89% paid medical, FSA

**Qualifications**

List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors). Required Qualifications: Computer savvy * Customer service focused * High emotional intelligence & ability to communicate/adhere to policy & rules with ease * Highly organized & detail oriented * Problem solving and leadership skills * Hands on technical skills
Key Competencies: 1. Forward Thinking <ul style="list-style-type: none"> <li>• Learns from history, but understands that it's a new day</li> </ul>

- Identifies opportunities for improvement and change that add value
- Plans for future
- Commitment to continuous improvement
- Participates in problem solving

2. Community/Customer Focus

- Understands what brings value in a private community
- Seeks to help homeowners/customers understand policies – focus on helping owners be compliant, not find ways to avoid compliance
- Holds all owners to the same standard
- Understands and supports all types of customers
- Listens first

3. Mission oriented

- Seeks to understand what the current values are (set by leadership)
- Uses these values to drive decision making, identify opportunities that exude these values

4. Valuing Others

- Praise in public, criticize in private
- Encourages and helps others develop their strengths & interests
- Delegates and identifies opportunities to others to participate in a variety of work
- Values the team
- Accountable to the team

5. Work Standards

- Follows policies and expectations set (meal breaks, work hours, no overtime, etc)
- Professional appearance
- Friendly demeanor
- Exhibits appropriate time management skills – works on tasks essential to one’s job, prioritizes properly, works within one’s paygrade

6. Communication

- Integrity
- Listens and seeks to understand
- Makes no excuses, doesn’t blame others or other things

7. Adaptability

- Supports implemented changes
- Seeks to understand areas that are not clear enough to adapt to
- Identifies opportunities to implement change

**Special Requirements/Conditions of Employment**

List special requirements or conditions of employment beyond the qualifications above.

Pass background check, insurable with Village standards

**In-house Training Plan, If Applicable**

**Acknowledgement of Position Description**

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date:

General Manager Signature (required):

**As the incumbent in this position, I have received a copy of this position description.**