

JOB TITLE: MAINTENANCE SUPERVISOR

SUPERVISOR: GENERAL MANAGER

JOB SUMMARY

Responsible for the proper operation and interior and exterior maintenance of all aspects of the physical plant, equipment, mechanical systems and grounds.

Responsible for the supervision of the team members assigned to you and, working together, provide the services of your department to each resident of the Community.

Accountable to monitor the performance of each team member under your supervision to make certain that the care and services to each resident are delivered in a continuous, predictable, and efficient manner.

Lead by example and make certain that your programs and services maximize each resident's quality of life, identity, interests, abilities, and preferences.

Report to the General Manager all emergencies; all team members who require training, guidance, or discipline greater than you are capable of providing and observable changes in all residents' behavior or health status that would indicate a change in their care plan.

Follow and actively participate in all resident orientation practices and procedures which have been and will continually be developed to ease the disorientation, confusion, and withdrawal, for each new resident. Explain the amenities, routines, and expectations of the community and your department. Personally get to know the residents by communicating with other team members and through direct conversation with residents.

Participate in formal and informal discussions to identify concerns and confirm recommended actions that reinforce each residents full potential to live independently and age in place graciously. Promptly discuss and resolve any potential care or service problems with all involved team members and supervisors.

Participate in all required training, orientation, meetings and programs offered by employer.

General maintenance of the following:

H.V.A.C. Equipment

Elevator Equipment

Lighting Equipment

Maintenance Equipment Control

Breaker switch Control

Electrical Maintenance

Trash Control

Sprinkler System

Equipment Repair

Central Alarm System

Fire Equipment

Operational maintenance of the following:

Lock Changing	Room Painting	Asst. resident's w/picture hanging
Resident Appliances	Furniture Maintenance	Carpet Cleaning
Formica and Countertops	Laundry Equipment	Water Heaters
Parking Lots	Door Hanging	Common Area Maintenance
Light Bulb Replacement	Drapery	Supervision of Lawn Services
	Resident Smoke Detector Maintenance	

The Maintenance Department is responsible for the proper storage and care of all exterior lawn furniture.

PERFORMANCE REQUIREMENTS

1. Must exhibit proficiency in and routinely perform a wide variety of building maintenance and mechanical work including carpentry, electrical, plumbing, interior and exterior painting, masonry, drywall repair, small appliance and minor equipment repair and trouble shooting.
2. Responsible for safe and efficient operation of the physical plant and equipment related to the property.
3. Maintain effective inventory and loss control program for the supplies, parts, tools, and equipment of the maintenance department.
4. Ensure all company, state, local or federal health, safety, health, building, fire and insurance codes or requirements are met or exceeded at all times.
5. Establish, follow, and document complete, routine and Preventive Maintenance Plan for plant, equipment, fixtures and furnishings.
6. Inspect and prepare all apartments for occupancy before new resident moves in. Assist with moving furniture when necessary.
7. Ensure all work orders are completed in a timely fashion and all billing information is recorded; i.e., time and material.
8. Ensure a safe, clean, attractive environment for the residents, visitors and staff.
9. Participate in Quality Management Program, to include, but not limited to, Safety Committee and Infection Control Committee and new resident orientation program.
10. Innovate, plan, promote and supervise a building and grounds maintenance program that meets the minimum standards of the property and can accommodate a broad spectrum of requests, situations, preferences and physical limitations of the resident population. Continuously monitor the resident population for shifts in preferences, values, physical condition and attitudes using approved surveys, resident committees, suggestion boxes, etc.

11. Recruit, train, retain, and supervise a full complement of staff who are capable and motivated to devote their best efforts to the discharge of the responsibilities contained in their job descriptions and who present a professional demeanor to residents and prospective residents.
12. Ensure accurate record keeping of all records related to planning supervision and implementation of preventive, routine and all other maintenance programs for residents and prospective residents of the community and ensure complete communication thereof with the management of the property.
13. Ensure efficient and effective use of all maintenance department and community resources; human resources, outside vendors and monetary resources within established budgetary guidelines using a spend down form, equipment and supplies.
14. Consult with and advise the manager for the purposes of eliminating operating deficiencies.
15. Diligently and conscientiously devote full and exclusive time and attention, best skills and efforts to the discharge of his / her duties.
16. Present a professional demeanor that communicates to current and prospective residents the corporate philosophy of service, goodwill and genuine interest in the resident's unique needs. Conduct yourself and your business at all times so as not to detract from or reflect adversely on the reputation of the property. Handle all resident concerns and complaints with finesse and in a caring, polite and professional manner.
17. Communicate and channel to supervisor, all resident, personnel and other matters and information which could concern or be in any way beneficial to employer
18. Treat as confidential, any information obtained concerning the resident and personnel of the property and Paradigm Senior Living, or their business, products, techniques, methods, systems, pricing, plans, promotions or policies. Employee will not, during his/her employment or any time thereafter, disclose such information in whole or in part, to any person, firm, or corporation for any reason or purpose whatsoever.
19. Perform such other tasks as may be required from time to time by the management of the property.

ADDITIONAL REQUIREMENTS

1. Possess a knowledge of and understanding of and be able to follow oral and written directions, keep adequate records.
2. An interest in and willingness to learn and a demonstrated initiative in developing skills in caring for the elderly consistent with the philosophy and policies of the community.

3. Demonstrate loyalty to this community.
4. Possess leadership qualities and supervisory skills.
5. Be a positive and cooperative team player with peers and subordinates.
6. High school graduation or equivalent.
7. Must be adaptable and willing to perform a variety of assignments

JOB QUALIFICATIONS

1. Preferably one or more years of technical training school.
2. Must have basic technical knowledge and mechanical ability to perform routine maintenance and repair on mechanical and electrical equipment generally used in the community.
3. Be physically capable of working in confined areas.
4. High school diploma or equivalent.
5. Minimum 2 years hands-on experience as maintenance supervisor in multi-residence or similar setting.
6. Must be able to routinely follow written and verbal instructions.
7. Must be able to easily lift and carry up to 50 lbs routinely.
8. Must be able to stand, walk, stoop and/or bend for periods of up to eight hours with breaks as provided for in the employee handbook.

PRIMARY PHYSICAL REQUIREMENTS

1. Lift up to 10 lbs.: Frequently required when lifting various supplies and equipment up to 10 pounds.
2. Lift 11-25 lbs.: Frequently may be required to lift supplies and equipment weighing up to 25 pounds.
3. Lift 26-50 lbs.: Frequently may be required to lift supplies and equipment weighing up to 50 pounds.
4. Lift over 50 lbs.: Rarely occurs when moving resident furniture, community equipment that can be done with assistance.

5. Carry up to 10 lbs.: Frequently required when carrying various supplies and equipment up to 10 pounds. May be required to carry for 10 to 20 feet.
6. Carry 11 to 25 lbs.: Frequently will be required when carrying various supplies and equipment up to 25 pounds. May be required to carry for 10 to 20 feet.
7. Carry 26 to 50 lbs.: Rarely occurs when moving resident furniture, community equipment that can be done with assistance.
8. Carry over 50 lbs.: Rarely occurs when moving resident furniture, community equipment that can be done with assistance.
9. Reach above shoulder height: Frequently occurs when dusting and removing dust around windows.
10. Reach at shoulder height: Frequently to constantly required while cleaning and dusting.
11. Reach below shoulder height: Frequently may occur when cleaning under beds.
12. Push / pull: Frequently required while pushing and pulling cleaning cart from one room to another. Moves easily over carpeting or tile.

HAND MANIPULATION

1. Grasping: Frequently occurs
2. Handling: Constantly handling supplies, hand tools and other maintenance and cleaning equipment and supplies.
3. Controls and Equipment: Power tools, vacuum cleaner, buffer, and waxer.

OTHER PHYSICAL CONSIDERATIONS

1. Twisting: Occasionally may occur
2. Bending: Frequently.
3. Crawling: Rarely occurs.
4. Squatting: Rarely occurs when
5. Kneeling: Rarely occurs when
6. Crouching: Occasionally may occur.
7. Climbing: Occasionally may occur.

8. Balancing: Not required.

During an 8-hour day, employee is required to:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	0	0
Stand	3	6
Walk	3	2

Work Surface:

Carpeting, linoleum, wood, and tile.

COGNITIVE AND SENSORY REQUIREMENTS

1. Talking: Necessary for communicating with others. Must be able to speak English fluently.
2. Hearing: Necessary for taking instructions from others. Must be able to understand English fluently.
3. Sight: Necessary for doing job effectively and correctly. Must be able to read and write English fluently.
4. Tasting and Smelling: Not required.

LICENSURE / CERTIFICATION REQUIREMENTS

None required.

OTHER TRAINING, SKILLS, AND EXPERIENCE REQUIREMENTS

Must have graduated from high school or equivalent.

SUMMARY OF OCCUPATIONAL EXPOSURES

Blood borne Pathogens

Tasks and procedures performed by employee involve risks classified by CDC as:

1. Category II (Activity performed without blood exposure but exposure may occur in emergency.)

2. Category III (Task / activity does not entail predictable or unpredictable exposure to blood.)

This position typically does not involve Category I exposure risk: however, if employee is trained in first aid, some emergency procedures may entail Category I exposure risks.

All staff members will complete Abuse Training. Department of Justice Elder Abuse Training Video is mandatory for all employees.

All staff members must complete Health screening including TB testing prior to their hire.

Must complete training in First aid from persons qualified by agencies including but not limited to the American Red Cross prior to hire.