

## JOB DESCRIPTION

<b>Job Title: DIRECTOR OF MAINTENANCE &amp; FACILITIES</b>		<b>FLSA Status:</b> _X_ Exempt __ Non-exempt
<b>Department / Location: MANAGEMENT</b>		
<b>Reports To: REGIONAL PROPERTY MANAGER</b>	<b>Supervisory Responsibility: (check one)</b> _X_ Yes __ No	

### Position Summary

**SUMMARY OF FUNCTION:** The Maintenance & Facilities Director oversees all facilities, maintenance, and inspection programs across the portfolio, ensuring operational excellence, regulatory compliance, and readiness standards. This role is critical to the success of property management operations and works closely with COO, Regional Manager, Development/Construction Team, Finance Team, and Property Managers. The position reports to the Regional Property Manager.

### Essential Functions

#### Strategic Leadership & Operations Management

- Oversee and optimize maintenance and facilities operations across the portfolio in alignment with organizational goals.
- Develop and implement operational strategies, policies, and procedures.
- Ensure consistent execution of company standards and service excellence.
- Collaborate with leadership and site teams to drive performance and efficiency.
- Provide technical guidance and operational support across all properties.

#### Facilities & Maintenance Oversight

- Direct all preventive, routine, and emergency maintenance activities.
- Ensure proper use of the Yardi maintenance management system.

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- Develop and maintain preventive maintenance programs for building systems (MEP, HVAC, life safety, etc.).
- Developing/creating documents on instructions and procedures for preventive maintenance of facilities, utilities, MEP systems, HVAC and life safety systems as required
- Maintain “always-ready” standards through structured inspections and upkeep of facilities and equipment.
- Support development of site-specific Operations & Maintenance (O&M) plans.

### **Inspections & Compliance**

- Conduct and oversee inspections of all buildings and units at least twice annually.
- Prioritizing inspection schedules to comply with federal, state, and local regulations, including building codes and safety standards.
- Manage readiness for agency inspections and audits.
- Oversee environmental, health, and safety compliance (OSHA, EPA, NFPA).
- Ensure compliance for green-certified properties (LEED, EnergyStar), including annual updates.

### **Capital Planning & Asset Management**

- Oversee Property Capital Needs Assessments (PCNAs) and ensure annual reviews are conducted with the senior staff/leadership team.
- Lead capital improvement planning and execution.
- Extend the useful life of building systems through proactive maintenance strategies.
- Support renovation, rehabilitation, and infrastructure improvement projects.

### **Financial & Budget Management**

- Assist in development of annual maintenance and facilities budgets which may include MROs, maintenance repairs, operations, and utilities.
- Monitor and control maintenance expenditures within approved budgets.
- Identify cost-saving opportunities while maintaining service quality.

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### **Procurement & Vendor Management**

- Develop RFPs for goods, services, and capital projects, requesting proposals for site renovation and rehabilitation.
- Manage vendor selection, contract negotiation, and performance monitoring of the contractors, and vendors/suppliers.
- Ensure compliance with contractual terms and procurement standards for services and supplies.

### **Team Leadership & Workforce Development**

- Supervise maintenance staff, including scheduling, workflow management, and performance oversight.
- Partner in hiring and defining roles and responsibilities.
- Conduct performance evaluations in collaboration with the Maintenance Supervisor and Janitor/Grounds Supervisors.
- Develop and deliver training programs to enhance staff efficiency and technical skills

### **Customer Service & Resident Experience**

- Ensure timely and high-quality resolution of resident service requests.
- Uphold company customer service standards across all maintenance operations.
- Support initiatives that improve resident satisfaction and retention.

### **Reporting & Communication**

- Provide regular updates to the COO, Regional Manager, and Finance for budget related communications.
- Ensure alignment and communication between maintenance teams and property management.
- Track and report on maintenance performance, compliance status, and operational metrics.

### **Knowledge, Skills & Certification Requirements**



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### **Education & Experience**

- High school diploma required, Bachelor's degree in Facilities Management, Engineering, Business, or related field preferred.
- Minimum of 10 years of progressive experience in maintenance or facilities leadership roles.

### **Certifications (Preferred)**

- Relevant certifications such as CFM, CAMT, EPA Universal, OSHA, or similar credentials like CMM, NAHMS, NAHRO, SMA, FMA, CGPM, CDM/E
- OSHA-10 Hour General Industry Awareness training certification required
- OSHA-30 Hour certification is preferred.

### **Technical Skills & Knowledge**

- Strong knowledge of MEP systems, HVAC, and life safety systems.
- Proficiency in Yardi (required).
- Experience with procurement, contracting, and budget management.
- Ability to read and interpret blueprints and construction documents.
- Ability to understand mechanical, electrical, and plumbing systems.
- Ability to train Maintenance/recommend training staff on proper use of power equipment/hand tools.

### **Additional Requirements**

- Strong leadership, organizational, and communication skills.
- Knowledge of OSHA, EPA, NFPA regulations.
- Valid driver's license and reliable transportation.
- Ability to respond to emergencies (24/7 availability).
- Detail-oriented with ability to work in a fast-paced environment.

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### **Equal Employment Opportunity**

The facility is committed to the principle of Equal Employment Opportunity for all employees and applicants. It is our policy to ensure that both current and prospective employees are provided equal employment opportunity without consideration of race, religious creed, color, national origin, nationality, ancestry, age, sex, marital status, sexual orientation, or disability in accordance with local, state, and federal laws.

### **Americans with Disabilities**

Applicants as well as employees who are or become disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

This job description is intended to describe the general content and requirements of the job. It is not an all-inclusive statement of duties, responsibilities or requirements and management reserves the right to add or remove duties from jobs to meet company needs. Significant changes to the position will necessitate a new or revised job description.