

MOUNT DOUGLAS SENIORS HOUSING SOCIETY
POSITION DESCRIPTION – MAINTENANCE MANAGER

Position Title:	Maintenance Manager
Status:	Full-time, Permanent
Hours of Work:	30-35 hours per week
Workdays:	Monday to Friday
Wage Range:	\$50,000 to \$65,000 per annum (depending on qualifications) plus benefits

JOB SUMMARY

The Maintenance Manager is responsible for effectively managing the maintenance of Mount Douglas Seniors Housing Society’s (the Society) buildings, properties, and equipment and for ensuring that a high standard of service is maintained for the residents.

The position reports to the Executive Director (ED).

There is an expectation that the incumbent will show strong leadership in the areas of facilities management and will act independently in the best interest of the residents and the Society.

MAJOR RESPONSIBILITIES

Ensures the Society’s buildings, properties and equipment are maintained in excellent condition for the enjoyment of the residents and the fiscal well-being of the Society.

Makes recommendations for consideration by the ED to ensure maintenance priorities are achieved effectively and efficiently.

Reports regularly to the ED about maintenance issues.

Assists the ED in capital planning to ensure the long-range viability of the Society’s facilities.

QUALIFICATIONS & REQUIREMENTS

Demonstrates strong communication and teamwork skills, positive demeanor, excellent client-service record.

Post-secondary education in facilities maintenance, trades or equivalent combination of training and experience.

Broad knowledge and skillset in building trades and facilities maintenance. Mechanical aptitude.

Level of physical fitness commiserate with the role including the ability to lift 25 kg and perform frequent walking, stooping, bending, and kneeling.

Basic computer skills including Excel, Word, Google Calendars and email.

Hold a current certification in CPR and First Aid and WHIMIS.

Possession of a current clear criminal record check.

DUTIES & RESPONSIBILITIES

- Coordinates the maintenance of Fire Safety equipment and participates in Evacuation Exercises for the buildings.
- Carries out building maintenance and repairs as needed including carpentry, repair and installation of plumbing and electrical fixtures (except where a licensed contractor is required by code), drywall installation and repairs, painting, cabinet and countertop installation, changing locks, and other tasks to maintain MDSHS facilities in good condition.
- Oversees the work of janitorial staff and contractors to ensure all public and service areas are kept in a high standard of cleanliness and appearance. Performs janitorial duties as required.
- Conducts seasonal maintenance and inspections of the exterior of the building.
- Ensures that outdoor facilities are kept in a clean and safe condition. Coordinates with landscape and tree care professionals and assists in the maintenance of the grounds as required, including snow and ice control, maintenance of the easement pathway, hedge and tree pruning not contracted to professionals, lawn care, and maintenance of lawn-care and grounds-keeping equipment. Leads and oversees the Tenant Gardening Group & the Tenant Garden Plots.
- Performs or coordinates regular servicing of building structures and systems such as, HVAC, dryer vents and duct work, roof maintenance, emergency lighting, fire systems, window cleaning, carpet cleaning.
- Coordinates with the ED the selection, purchase and installation of new equipment and fixtures necessary for the maintenance and upkeep of the buildings.
- Recommends to the ED the hiring of firms to carry out specialized services and follows up to ensure satisfactory completion.
- Liaises and advises the ED regarding refurbishment of suites, including necessary hiring of outside resources.
- Completes suite renovations including removal and installation of bathtubs, bathtub surrounds, plumbing fixtures, kitchen cabinets, countertops, range hoods and light fixtures.
- Maintains the workshop/storeroom and ensures that stores, equipment and tools are properly maintained and inventoried.
- Assists residents as required in resolving maintenance issues. Refers, in confidence, to the Executive Director all tenant concerns not related to repairs and maintenance.
- Shares with the Executive Director, the role of the emergency contact person and responds to emergency situations, real/perceived, involving residents or Society property.(1/2 on call)
- Carries out other duties as directed by the Executive Director.

MAINTENANCE MANAGER COMPETENCIES

Competencies	Behaviours that Demonstrate Competency
Self Starter	Goal driven and possess a high degree of motivation and energy. Is a “doer,” and has a record of productivity
Passion for the Organization’s Mission	Is driven by the importance of the organization’s mission
Ability to Accept Others	Open to and accept many different types of people – values diversity
Deals Well with Conflict	Handles adversity with grace. Does not take criticism personally. Maintains a sense of perspective. Builds relationships
Aware / Diagnostic / Problem-solver	Able to recognize potential maintenance and safety issues, diagnose causes and find creative solutions.
Ability to listen	Knows how to actively receive input and listen to other viewpoints and uses a collaborative approach with others
Sound Judgment	Has the ability to analyse alternatives, deliberate, and then arrive at a sound decision
Ethical Accountability & Responsibility	Takes responsibility for actions and makes decisions that are consistent with high ethical standards
Persistence	Does not let obstacles stand in their way and can persevere through difficult times for the organization
Stamina	Has physical and emotional stamina, able to tolerate long days and still function at an acceptable level