

**INTEGRATED SUPPORTS FOR LIVING, INC. (IS Living)**  
**Job Description**

<b>JOB TITLE</b>	<b>SERVICE MANAGER – Facilities Maintenance Manager</b>
<b>REPORTS TO</b>	Housing & Equipment Superintendent
<b>DEPARTMENT NAME</b>	All
<b>PAY GRADE</b>	PG900
<b>DATE REVISED</b>	April 22, 2019

**PRIMARY PURPOSE**

This Service Manager is responsible for in-the-field performance of all facilities-related activities including apartment turns, general routine repairs & maintenance, and preventative maintenance activities at all of IS Living properties and contracted locations. These duties are performed while promoting the vocational development of a small team of individuals who have experienced obstacles to employment as they evolve in a journey to be successful in community-based competitive integrated employment. This effort is in support of preserving the condition of the IS Living’s properties while providing each individual we support every opportunity possible to live their lives in a way which maximizes autonomy.

**IS LIVING CORE COMMITMENTS:**

- Be effective, accept responsibility and pursue competence;
- Offer quality, ethical and professional service that is transparent and appropriate;
- Be responsive, flexible, respectful, welcoming and professional in your communication and relationships;
- Offer enriching experiences through imagination and creativity that promotes both autonomy and comradery.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Engage maintenance team in service that maintains a clean, safe and affordable living environment for all occupants. Make every effort to preserve conditions of building facilities while ensuring a safe environment for all members of the maintenance team, residents, staff and the general public.

Direct maintenance team to remedy routine tasks such as leaky faucets and toilets; burned out light bulbs; broken or damaged plugs, stove burners, switches, door locks, closet door tracks, replace weather stripping, worn thresholds, damaged window, screens; water spigots, sprinkler system and other repairs as needed.

Perform all supervisory responsibilities associated with assigned staff and/or their subordinates, which may include directly performing tasks, assigning work, training, coaching, mentoring queuing, addressing and/or documenting performance or disciplinary issues and timecard authorization and verification.

Perform the turning of vacated apartments/living spaces including carpet, appliance and surface cleaning, painting, blind cleaning and/or installation and any other maintenance-related work for occupancy by a new tenant.

Perform and/or oversee cleaning of gutters and roofs and routine pressure washing of all buildings and structures no less than annually and more frequently if necessary. Perform scheduled routine annual, semi-annual maintenance on residential and/or commercial equipment as scheduled and per manufacturer recommendations.

Observe and document landscape condition relating to contractor performance as well as the watering, feeding and/or treatment of lawns, shrubs and trees as necessary. Augment those efforts as directed by the Housing & Equipment Superintendent.

Maintain a workable relationship with all facility occupants and contractors with respect, consistency, appropriate etiquette, and a reasonable balance of patience and firmness.

Ensure maintenance team members receive the adequate on-the-job training as necessary, ongoing training and/or retraining and coaching when necessary, as well as the tools and equipment to perform the duties of their positions.

Inspects appropriateness, quality and suitability of safety equipment for assignments. Ensures Personal Protection Equipment (PPE) supplies are readily available to members of the maintenance team at all times.

Coordinate with Crew Lead to provide scheduled training and other supports to the maintenance team in compliance and as required by Oregon Administrative Rules, Fair Housing, and BOLI conjunction with the appropriate program managers/managers, directors, and/or superintendents.

Make every reasonable effort possible to prevent and avoid injury or exposure incidents for all members of the maintenance team, staff and residents. When an injury or incident is unavoidable, ensure proper documentation is completed timely, completely and submitted as per policy.

Verify, oversee and/or perform daily housekeeping for Commons/Rec buildings kitchens, gathering areas, laundry rooms and bathrooms. This includes but is not limited to sweeping, vacuuming mopping, dusting, waxing, scrubbing of all surfaces and waste removal.

## **OTHER DUTIES AND RESPONSIBILITIES**

Coordinate with other Service Managers on marketing and performing additional contracted services as resources allow.

Maintain supply inventory to support expedited routine maintenance, repairs and unit turns. Participate on multiple committees or serves as lead on at least one in support of corporate initiatives as opportunities arise.

Perform other duties as assigned.

## **MINIMUM QUALIFICATIONS AND EXPERIENCE**

Previous facilities maintenance experience with supervisory duties required. Must possess the aptitude to affectively perform routine facility repairs and maintenance duties. Must be organized,

able to manage time well and graciously complete assignments in a dynamic environment with multiple pressures, demands and varying personalities with compassion.

Excellent communication skills, both verbal and written, are required in order to work effectively with all levels of management, occupants, contractors, vendors and general public.

Must be able to effectively present information and respond to questions and concerns; solve issues that affect the workplace; and understand, carry out and delegate written and verbal instructions.

Must possess and maintain a current driver's license and an acceptable driving record.

Must be able to lift 60 lbs. and comfortable working at above ground levels (i.e. ladder or roof).

Must possess a high degree of compassion and a strong personal commitment to meeting the needs of vulnerable people who are both the people serve as well as the people on the team.

Prior experience working with seniors and disabled individuals in preferred.

**PHYSICAL DEMAND**

A. The physical effort typically applied in this job includes:

<input checked="" type="checkbox"/> Lifting	<input checked="" type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input checked="" type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Pushing	<input checked="" type="checkbox"/> Shoveling	<input type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application:

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.				X
Between 5 & 25 lbs.				X
Between 25 & 60 lbs.			X	
More than 60 lbs.		X		

C. The effort reflected in the above chart is typically applied in the following work positions:

<input type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input checked="" type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input checked="" type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

**MENTAL OR VISUAL DEMAND**

Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work. Dealing with demanding seniors and/or disabled tenants.

**WORKING CONDITIONS**

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area:

<input checked="" type="checkbox"/>	Dust
<input checked="" type="checkbox"/>	Fumes
<input type="checkbox"/>	None

<input checked="" type="checkbox"/>	Dirt
<input checked="" type="checkbox"/>	Noise

<input checked="" type="checkbox"/>	Heat
<input type="checkbox"/>	Vibration

<input checked="" type="checkbox"/>	Cold
<input checked="" type="checkbox"/>	Water

B. The statement below best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above:

The job is regularly performed under varying working conditions.

**ATTENDANCE**

Compliance with general company standards is required.

**SAFETY**

Compliance with general company standards is required.

**FLSA STATUS**

Exempt.

**EEO CLASSIFICATION:**

	Executive/Senior Level Officials		Administrative Support Workers
X	First/Med-Level Officials & Managers		General Labor
	Professional		Technical
	Operative		Craft
	Sales		Service Worker

**12. SIGNATURES & DATES** - The following signatures are required to confirm the accuracy and completeness of the Job Description; that essential functions are aligned with organization goals and objectives; to validate that it is clear, concise and supports compliance with legal considerations; and employee understanding of the job requirements. **NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.**

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Manager</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>