



JOB TITLE	SERVICE SUPERVISOR
COMPENSATION	NON-EXEMPT
REPORTS TO	BUSINESS MANAGER

GENERAL PURPOSE

Perform and supervise all necessary preventive and repair service of all areas of the community, including vacant apartment preparation, appliance and HVAC repair and general service. Supervise and schedule service staff.

ESSENTIAL FUNCTIONS

Strong Customer Service Skills

1. Supervise preparation of vacant apartments for new occupancy.
2. Monitor and complete work orders on a priority basis.
3. Document work order logs accurately and per Company policies and Procedures.
4. Follow all EPA Refrigerant Reporting and Log Requirements.
5. Manage and perform preventative Service.
6. Supervise service staff, providing training, motivation, and assistance when necessary.
7. Order, purchase, and maintain inventory of Service materials, supplies and parts. Prepare Service budget with Community Manager.
8. Communicate with residents and co-workers with courtesy and efficiency to ensure resident satisfaction.
9. Schedule outside vendors, obtaining competitive quotes for work to be performed and monitor completion of work performed.
10. Provide emergency on-call services on a rotating basis with other service staff.
11. Complete Service reports as required by Business Manager.

NON-ESSENTIAL FUNCTIONS

1. May be necessary to use personal vehicle to pick up supplies and materials.
2. Clean common areas. Pick up trash as necessary.
3. Other duties as assigned by Community Manager, District Manager or Branch Manager.

JOB SPECIFICATIONS

- Minimum of HVAC Certification Level I or Level II required.
- Must possess the ability to read, comprehend, and follow simple to moderately complicated verbal and/or written instructions to perform tasks assigned and to maintain records. Must possess basic arithmetical calculation skills (addition, subtraction, multiplication, division, percentages, etc.) This level of proficiency is normally achieved through completion of a high school education or its equivalent.
- Be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure safe operation of community Service.
- Work with multiple deadlines, maintaining efficiency and control over projects assigned within time frames allowed and changing priorities.
- Must possess a solid knowledge of painting, electrical wiring, plumbing, carpentry, appliance Service and repair, hazardous chemical safety, heating, ventilation, air conditioning (HVAC) systems, pool Service, and ability to use power machinery properly and safely. This level of proficiency is generally achieved with approximately two to three years of experience in two or more of the noted areas. May have specialized training and certification in HVAC, plumbing, electrical work, or carpentry.
- Work requires the ability to maneuver or move up stairs heavy equipment, appliances, supplies and tools which may weigh up to 100 pounds and the ability to inspect and repair roofs or roof-top equipment.
- Be able to diagnose and repair equipment or appliances, which are not easily seen or reached, i.e., under counters, on ceilings, etc.
- Must be able to effectively train and guide other service staff through the course of the work day. Be able to fairly evaluate service staff performance, providing constructive advice when needed. Work as a team leader.
- Effectively assess a situation, which may require assistance or specialized equipment, and respond appropriately in serious or emergency situations.
- Must have access to reliable transportation. Must have an effective communication system available in order to contact community or staff after hours.

WORKING CONDITIONS

Job environment entails working indoors and outdoors. Outdoor conditions may be affected by weather conditions ranging from rain or snow to excessive heat. Regular exposure to hazardous chemicals, paint, cleaners and power machinery. Work order requests may involve working in occupied or unoccupied units in varying degrees of cleanliness in a multi-level apartment community. Will be required to be “on call” for emergency repairs/Service after normal work hours.