



## **Service Supervisor Position Description**

**Reports to:** Resident Manager and/or Regional Service Supervisor  
**Supervises:** Service Technicians, Grounds Staff, porters, housekeepers, and other maintenance staff. Oversees and supervises the work of outside contractors with the assistance of the Resident Manager.  
**Compensation:** Non-Exempt / hourly. Position eligible for overtime.

Gillespie Group requires a background and drug screen as a condition of employment. A valid driving license and current automobile insurance is required. Position requires individuals to furnish their own vehicle to fulfill all of the job's functions.

### **Qualifications:**

1. **Education:** No specific level of education is required. This position requires the ability to read and write English correctly and fluently. In addition, the position requires the ability to accurately perform basic to intermediate mathematical functions.
2. **Experience:** Minimum of two to three years previous experience in property management maintenance, other building maintenance or related trade. Older properties (5+ years) may also require previous renovation experience.
3. **Skills:** Must be able to diagnose problems with and repair the following:
  - Major appliances
  - HVAC systems
  - Basic – intermediate plumbing
  - Basic – intermediate electrical (when no license required)
  - Sheetrock (drywall)
  - General carpentry
  - Pool care (if required by property)
  - Pest control (if required by property)
  - Gutters
  - Painting
  - (All roofing work will be completed by licensed, insured contractors).

In addition, the position requires the following skills:  
Ability to deal with people

- Good verbal and written communication skills
- Strong customer service orientation
- Positive Attitude

4. Licenses: The following licenses are required:

- EPA certification for freon recycling (properties with AC systems)
- Driver's license and valid insurance
- Pest control (if done in-house)
- Other licenses or certifications as required by law

Please provide written documentation to the Regional Manager if one or more these requirements are not met.

5. Training: See licenses required

6. Attendance: Position requires ability to work any of the seven days of the week, 52 weeks of the year. It is extremely critical that individuals possess the ability to work their scheduled hours plus any hour necessary to complete the job. Position requires the ability to serve on-call, as scheduled or as necessary.

7. Physical and/or mental requirements:

➤ Pass required physical testing and includes the below abilities

- May be required to lift and carry up to 100 pounds in various forms.
- Required to stand and / or be in continuous motion for extended periods of time, while performing job functions with physical endurance.
- Must be capable of working under pressure as well as organizing and planning efficiently.
- Must be capable of working in extreme hot or cold weather temperatures; wear safety glasses, mask, gloves, and back support when needed.
- Must be able to shovel snow and salt walkways.
- Must be able to concentrate and plan for extended periods of time.
- Must work with chemicals and flammable materials daily.

### **Equipment:**

- a) Position requires individuals to furnish their own vehicle or to use a vehicle provided by the property. Persons must be able to drive the vehicle without jeopardizing the safety of themselves, fellow employees and residents.
- b) Position requires individuals to furnish and maintain their own tools. Individual properties may have a limited inventory of tools, and may purchase major tools as deemed necessary by the Resident Manager and/or Regional Manager.
- c) Position requires individuals to be able to use general maintenance equipment including but not limited to: hand tools, ladders, freon recovery units, landscaping equipment, and required safety equipment. All equipment must be used without jeopardizing the safety of themselves, fellow employees and residents. Appropriate safety equipment and apparel must be worn.
- d) Position requires individuals to wear appropriate property maintenance apparel. If uniforms are provided, the individual is to wear and maintain them according to the guidelines set forth by that property.

### **Essential Job Functions:**

1. Ensure that physical condition of the property is maintained according to company operating and safety standards. Insure that service requests and repairs are made correctly and in a timely manner. A Maintenance Supervisor will spend 90 – 95 percent of their time performing hands-on repairs/maintenance work. The remaining time will be spent supervising the work of other employees and outside contractors and performing general management functions as assigned by the Resident Manager.

Additional Responsibilities include but not limited to:

- Completes basic service tasks
- Tasks associated with prepping apartments for new tenants such as painting efficiently
- Snow removal and / or shoveling
- Spreading salt throughout the property
- Keeps maintenance shop, leasing office, and vacant units neat and clean
- Coordinates activities daily with team
- Ensures all flammable materials are stored in appropriate areas and containers. Ensures compliance with all OSHA requirements.
- Performs preventive maintenance on exterior touch up paint, stucco, wood repair, A/C coil filters, smoke detectors, flush water heaters, irrigation checks, and electrical checks, and roof repairs.
- Works directly with vendors to ensure the best possible price and quality of products.
- Performs grounds maintenance including picking up trash, and cleaning hallways, and pressure washing.
- Changes locks and replaces keys.
- Tests smoke alarms and maintain required logs. Checks extinguishers and alarm systems on regular basis.
- Other duties:
  - Monitors the punch board
  - Ensures the equipment is not loaned out without written approval of the on-site manager.
  - Performs all other duties as assigned.

### **FAIR HOUSING ACT (“FHA”) / ANTI-DISCRIMINATORY LAWS & ORDINANCES:**

Under the FHA, state laws and many local ordinances, no individual shall be subjected to discrimination because of race, color, gender, religion, sex, handicap, mental or physical ability, age, sexual preference, familial status or national origin in the sale, rental or advertising of dwellings, in the provision of brokerage services, or in the availability of residential real estate-related transactions. Said another way, fair housing is the right of individuals to obtain housing of their choice without discrimination based upon the above mentioned categories. The Gillespie Group expects each of its Associates to fully grasp and

understand these anti-discriminatory policies and to adhere to these laws and ordinances in situations that are certain to occur in the ordinary course of business that the Gillespie Group provides to its clients. To that end, the Gillespie Group requires each Associate to periodically complete training courses on fair housing, landlord/tenant law and housing subsidy programs. Such training shall be paid for by the Gillespie Group and the Associate shall be compensated for the time either attending such training in person or via online courses.

This position is responsible for performing necessary maintenance duties and implementing preventive maintenance procedures, maintains the property and “turning” vacant apartments promptly and with the highest standards. Must interact with residents in a positive and professional manner.

**THIS JOB DESCRIPTION MAY NOT BE ALL-INCLUSIVE AND EMPLOYEES ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTION AND DUTIES MAY BE MODIFIED WHEN DEEMED APPROPRIATE BY MANAGEMENT.**

**SIGNATURES:**

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Job Descriptions are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job; they are not intended to reflect all duties performed by those assigned to this classification.*