

Maintenance Supervisor

Knob Hill Communities

Job type

- Full-time

Shift and schedule

- 8 hour shift

Location

Okemos, MI 48823

Benefits

Pulled from the full job description

- 401(k)
- Dental insurance
- Health insurance
- Mileage reimbursement
- Paid time off
- Tuition reimbursement
- Vision insurance

Full job description

Job Title: Service Manager

Reports to: Community Manager

Company Overview

DTN is a 50 year old vertically integrated real estate firm based in Lansing, MI. We are one of Michigan's

largest and well respected construction, development and ownership companies of multifamily real estate properties. Through our development and operations team, DTN seeks to create and deliver unique experiences for those choosing a DTN home or apartment. As the Service Manager, you will influence and guide the experience for those that visit a DTN owned or managed community.

Job Summary

Our Service Department maintains the physical condition of each community. Your responsibilities will include leading a service team to exceed customer expectations and ensure asset preservation including, but not limited to, maintenance and preventative maintenance of all building systems, managing property annual operating budget, negotiating contracts for goods, services and replacements, training and creating accountability for your work team, completing resident work orders, maintaining community curb appeal, and preparing homes for new move-ins. We do these activities with respect for each other and the DTN brand.

As a Service Manager, your primary responsibilities include:

- Plan and direct the activities of the service team
- Hire, train and evaluate, and appropriately discipline all direct reports
- Provide regular recommendations for property needs, including but not limited to, capital replacements, deferred maintenance, system's needs, and improvement to customer service related to the service department
- Schedule all repairs, move-in turnover, capital projects to be completed pursuant to annual operating budget and/or need
- Plan and execute daily, weekly, and monthly strategy for maintaining customer service, work order completion, capital replacements, preventative maintenance, and site inspections
- Perform resident work orders daily ensuring the highest standards are maintained for the resident's home and community
- Maintain property grounds through daily inspection, cleaning, maintenance, and preventative care
- Perform daily pool/spa inspections (in season) to ensure proper water chemistry and cleanliness of pool/spa area, and to ascertain needed repairs or improvements
- Maintain an organized, clean and safe work area
- Schedule and complete new move in turnover to include painting, cleaning and general maintenance
- Comply with all established site safety and hazardous communication standards
- Service and maintain independently all building systems and building components including electrical, plumbing, carpentry, drywall installation and repair, HVAC systems and appliances

- Perform regular site inspections to ensure quality of service, asset upkeep and DTN standards for property maintenance are being adhered to
- Maintain accurate records for all work orders, preventative maintenance and site inspections
- Demonstrate leadership in all interactions and in performance of essential job duties
- Abide by all local, state and federal Fair Housing guidelines
- Maintain confidentiality of co-workers, management, owners, past and current residents, vendors, and all outside contacts

Core Candidate Qualities:

- High school diploma and/or equivalent work experience
- 4+ years' experience as a maintenance repair technician, building contractor and/or trade school certificate of completion
- Expert in repairing apartment building systems and maintenance to all components including plumbing, electrical, carpentry, HVAC and appliances demonstrated through passing maintenance application testing
- HVAC knowledge and Universal EPA certification required. Training available.
- Previous supervisory experience preferred
- Positive attitude and good verbal and written communication skills
- The ability to communicate effectively and efficiently with residents, coworkers, supervisors and vendors
- Reliable transportation to get to work and respond to on-call emergencies
- The ability to exert 25 to 50 pounds of force frequently, and/or 10 to 20 pounds consistently
- Availability to respond to after-hours emergencies and on call work orders
- Basic tools required for maintenance
- Language skills: Ability to read and interpret directions, manuals, instructions and company documents
- Ability to write for routine reporting and correspondence
- Ability to work a flexible work schedule any day of the week
- Proficient with the use of electronic devices including tablets and computers, including Microsoft Windows and Office products

Benefits:

- Health, Vision, and Dental Coverage

- Competitive 401K package
- Paid Time Off
- Paid Holidays
- 8 Hours Paid Annual Volunteer Time
- Education Reimbursement
- Mileage Reimbursement
- Rental Discount at Select DTN Properties
- Ongoing Training, Mentorship and Job Shadowing
- Growth Opportunity

If you are interested in joining our company but do not feel you meet the requirements for this position, APPLY anyway! We are always looking for talented and motivated individuals to join our team in various departments. We will review your resume and will reach out if there are any other roles that closely match your qualifications!