



EDINBURG HOUSING AUTHORITY

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Position Description:

Title: Maintenance Director
Supervisor: Executive Director
FLSA Status: Exempt
Department: Maintenance

Position Summary

The Maintenance Director is responsible for maintenance, budgeting, purchasing, planning, and managing the operations of the Maintenance Department. Responsible for organization and oversight of the daily maintenance of the Agency, including the day-to-day scheduling and supervision of each maintenance crew. Responsible for maintenance of buildings, facilities, grounds and equipment. Works closely with Vendors/Contractors, Property Managers and Finance staff, and is expected to interact frequently with the residents. Duties include the following:

Essential Duties and Responsibilities

The statement below is intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

1. Manages, directs, and supervises all maintenance department personnel. Provides oversight and assigns activity of the entire maintenance staff responsibilities and workload.
2. Maintains dwelling and non-dwelling units in good quality standards.
3. Plans and coordinates monthly, quarterly, and annual schedules of inspections and preventive maintenance for buildings, grounds, equipment, machinery, and tools.
4. Meets regularly with the Property Managers to plan and identify capital improvement needs.
5. Develops, implements, and reviews policy and procedure manual annually to ensure compliance with code enforcement, U.S. Department of Housing and Urban Development (HUD), and Edinburg Housing Authority's guidelines and regulations.
6. Conducts inspections and develops schedules to implement corrective actions of dwelling units and grounds.
7. Manages and ensures physical inspection readiness of properties subject to HUD Real Estate Assessment Center (REAC)/NSPIRE inspections.
8. Estimates cost of personnel materials and supplies to be used during scheduled maintenance.
9. Manages the purchases of maintenance and office supplies.



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10. Generates in-house construction and services' bid documents assigned by the Executive Director.
11. Manages and maintains accurate/current inventory records for all agency property and assets.
12. Maintains records of planned and completed maintenance.
13. Prepares and submits monthly and annual inspection and maintenance reports to the Executive Director, and HUD as required.
14. Assists Architect/Engineer in providing input to developing plans and specifications for construction projects for Housing Authority properties and new developments/construction assigned by the Executive Director.
15. Assists in the coordination of construction projects, including Capital Fund Program rehabilitation/modernization projects, with housing Architect/Engineer, Contractors, Management and Tenants for all Housing Authority properties and new developments/construction assigned by the Executive Director
16. Assesses HUD public housing properties and provides capital needs and improvements recommendations to the Executive Director.
17. Manages and processes property damage and liability claims with insurance carrier.
18. Performs quality assurance of contracted work.
19. Coordinate the Make-Ready process with Property Managers and ensure timely completion of the dwelling units in compliance with HUD, local/code enforcement, and Housing Authority's standards and requirements.
20. Manages the implementation of the Edinburg Housing Authority tenant work order system which includes the following and other tasks:
 - a. Daily service calls.
 - b. Responsive maintenance which includes all maintenance tasks preformed in response to either requests for service from tenants or unplanned breakdowns.
 - c. Preventative maintenance which includes regular checking and servicing of equipment, units, and systems as required by service information and schedules to prevent major repairs from developing.
 - d. Long-term maintenance which includes major repairs that do not normally occur as approved by Executive or Finance Director.
 - e. Move-In Inspections will be made by the tenant and the Housing Authority prior to the unit being occupied. A written inspection report will be prepared, and a copy retained in the tenant's file.
 - f. Move-Out Inspections will be scheduled by the Housing Authority with tenant upon move out. A written copy will be retained in the tenant's file.



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- g. Manage garbage and trash removal not covered by tenant's responsibility or City services.
 - h. Ensure that each unit dwelling is equipped with functioning smoke detectors.
 - i. Ensure adequate site lighting for the Housing Authority's properties.
 - j. Performs other duties generally preformed under the Housing Authority's maintenance department.
- 21. Monitors maintenance personnel and ensure they are provided with and are using appropriate safety supplies and work apparel to include, gloves, safety glasses, hard hats, safety vest, back support belts, hearing protection, etc....
 - 22. Maintain the Housing Authority's vehicle fleet.
 - 23. Operate trucks, other machines, and tools, assisting personnel in the proper use and upkeep of each.
 - 24. Responds to resident complaints and questions regarding maintenance repairs as needed.
 - 25. Assures the satisfaction of customers in quality and responsiveness of services.
 - 26. Supervises the emergency call system and on-call personnel.
 - 27. Supports the relationship between EHA and the public by demonstrating courteous and cooperative behaviour when interacting with clients, visitors, and EHA personnel.
 - 28. Promotes the Executive Director's priorities for the operations of EHA.
 - 29. And any other duties assigned by the Executive Director.

Behavioral Competencies

This position requires the following behavioral competencies:

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Understands all PHA employees have external and/or internal customers that they provide services and information to; honors all the Authority's commitments to customers and residents by providing helpful, courteous and knowledgeable customer service.

Interpersonal Skills: Focuses on solving conflict, not blaming; maintains confidentiality; listens to others; establishes rapport when working with others.

Teamwork: Cooperates with others to accomplish common goals; works with employees within and across his/her department; treats others with respect and maintains a friendly demeanor; values the contributions of others.

Result Focus: Consistently delivers required agency results; sets and achieves quality standards and meets all deadlines; maintains focus on Agency goals.



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Accountability: Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presents oneself as a credible representative of the Agency to maintain the public's trust.

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

This position requires the following job competencies:

- Ability to work with the highest degree of confidentiality.
- Knowledge of HUD regulations, Authority policies, procedures and practices as they pertain to PHA management.
- General knowledge of plumbing systems, carpentry practices and techniques, electrical concepts, and mechanical systems.
- Ability to work flexible hours may include evenings, after 5 pm, and weekends.
- Knowledge of general office procedures and practices, business English and math.
- Skill in operating computer equipment and general office machines.
- Knowledge of applicable building codes, ordinances, fire regulations and safety precautions.
- Knowledge of tools, equipment and practices associated with public housing maintenance.
- Skill in reading blueprints, shop drawings, and sketches.
- Knowledgeable in Microsoft Excel, Word, Outlook, including Adobe Acrobat software, capable of using internet resources for research and developing reports. Ability to learn other computer software programs as required for assigned tasks.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to establish and maintain effective and courteous relationships with employees and other business contacts.
- Above average analytical and reasoning abilities.
- Ability to coordinate several concurrent activities simultaneously.
- Strong interpersonal skills.
- Must regularly participate in continuous improvement and education, which may require traveling in and out of State.
- Ability to communicate bilingually is required, English and Spanish.
- Bondable.
- Employee must possess a valid Texas driver's license or acquire one within the first 30 days of employment.



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- Eligible for coverage under the Authority's fleet auto insurance.

Education and/or Experience

An Associate Degree in Construction Management, Engineering, or related field; Bachelors Degree preferred. Minimum of five (5) years' experience in building maintenance, three (3) years' experience of supervisory related work, or an equivalent combination of education and experience.

Special Requirements

- **Housing Quality Standards (HQS) Certification and Training**
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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

Cross-Training

While employed with EHA, staff will be exposed to cross training. Cross training allows EHA to increase our resources and efficiency by:

- Helping employees acquire and enhance skills, knowledge and abilities.
- Improving understanding of the different parts of departments and eventually of the organization as a whole.
- Leading to better coordination and teamwork.

Staff needs to have the ability and the willingness to be cross-trained in different positions within EHA. This on-the-job cross-training, allows the Agency to also provide staffing flexibility when an employee is absent for a planned vacation, emergency or after a position is vacated.