

CASA Job Description

Summary: Supervises specified maintenance staff member(s) as designated by the agency. Manage the day to day operations of the properties within their portfolio, as defined by the agency. Performs general maintenance repairs including, but not limited to, work orders, preventative maintenance, unit make readies for move-in, and on-call after hours as required, by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Manages maintenance staff within his/her portfolio, including but not limited to, interviewing & hiring process, coaching & counseling, training, performance evaluations, and with HR support, disciplinary & termination process*
2. Communicates closely with leasing staff about CASA operations, including but not limited to work orders, make readies, preventative maintenance and tenant issues.*
3. Communicates closely with facilities director and senior management about any employee issues, property management issues and asset preservation related issues.*
4. Manages the work order process by making sure all work orders are assigned and completed in a timely manner, then closes them out in the property management software.*
5. Manages the make ready process on vacant units, including move out inspections, scheduling vendors, completing all checklists and performing the final inspection.*
6. Provides support for all property related inspections, including but not limited to, HQS inspections, fire & safety equipment inspections, city fire inspections and audit inspections from outside funders.*
7. Assists the facilities director with the development and implementation of more efficient and effective operations, i.e. utilizing Podio and developing apps within Podio.
8. Creates work orders and ensures completion of repairs listed on move in checklists, fire, HQS and outside agency inspection reports.*
9. Ensures that the preventative maintenance program is completed as scheduled.*
10. Assists with problem resolution by providing solutions to issues identified on the properties, for final approval from the facilities director and/or senior management.*
11. Coordinates time off with other maintenance supervisor(s) and facilities director, and provides support for other supervisors in their absence.*
12. Coordinates and schedules work with vendors, then verifies completion of work for payment processing.*
13. Processes invoices for work that was scheduled and/or approved in their portfolio.*
14. Responds to emergencies throughout the workday.*
15. Provides after hours on call coverage as required.*
16. Maintains an organized work and material storage areas.*
17. Reports any potential grounds, building, or safety issues to the facilities director.*

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.

Education/Experience:

High school diploma or general education degree (GED); and six or more years related experience and/or training; or equivalent combination of education and experience.

Certificates and Licenses:

Valid driver's license