



Deeply affordable. Thriving neighborhoods. Nearby services.

Title: Maintenance Supervisor
Reports to: Director of Maintenance
FSLA: Exempt

The mission of Jubilee Housing is building diverse, compassionate communities that create opportunities for everyone to thrive. Since 1973, Jubilee has worked to provide high quality affordable housing and holistic support to those experiencing persistent economic hardship in the Adams Morgan and Columbia Heights neighborhoods of Washington D.C. Jubilee operates thirteen properties totaling 465 units of affordable housing, with another four properties and 120 units under development, and offers robust programming for residents and community members pursuing life goals.

Jubilee Housing is an innovator in financing and social services for affordable housing communities in the heart of the Nation's Capital. Jubilee's model of Justice Housing is affordable to those with the fewest financial assets, located in neighborhoods where resources such as good schools, grocery stores, and public transportation are readily accessible, and near services that support residents as they pursue educational and career attainment.

POSITION DESCRIPTION:

Our Maintenance Supervisor is a key part of each community's success. They are our facilities leaders who provide the technical know-how behind each apartment community and provide guidance and training to the maintenance team. From HVAC to plumbing to unit turns Maintenance Supervisors have a hand in every apartment and every resident's satisfaction. Your superior organizational skills and attention to detail will be utilized to attend to residents' needs, manage service requests and apartment turnovers to ensure the work is performed timely - all while leading by example by modeling our standards and managing the budget. Your strong technical skills will be utilized to identify and diagnose problems and perform a variety of service requests.

Who You Are:

- A Leader.
 - Not only are you at the top of your game when it comes to all things technical, but you enjoy teaching new skills to your team and are committed to coaching and developing them every day.
- Technically Savvy.
 - You have a solid understanding of general maintenance and technology and are quick to learn new skills.
- A Strong Communicator.
 - Your writing and speaking skills are clear and effective, helping you connect well with others.
- A Team Player.
 - You are united with teammates in delivering the best experience to residents.
- Proactive.

- You act like an owner, performing regular maintenance to avoid emergencies.
- Personable.
 - You are respectful, pleasant to be around, and enjoy engaging with others.
- Levelheaded.
 - You keep your cool during maintenance emergencies and quickly find solutions.
- Solution-Oriented.
 - You follow through on commitments, letting teammates and residents know they matter.
- Confident and Decisive.
 - You take initiative, trust your gut, and are not afraid to make a decision or deliver a difficult message.
- Organized and Accountable.
 - You have exceptional time management abilities and are able to juggle the needs of changing priorities at the community while accomplishing objectives through training and motivating a high-performing team

SPECIFIC DUTIES:

- Lead, train, and motivate a high-performing team.
 - Communicate job expectations, coach service team, and monitor your team's performance against company goals. Provide feedback for improvement and guidance in defining career paths and professional development plans.
- Manage service requests.
 - You'll use our mobile technology to assign all incoming service requests to your team, taking into account each individual's skills, workload, and learning opportunities. You'll also work alongside your team, performing both routine and complex repairs.
- Repair and enhance your community.
 - You'll be responsible for repairing or maintaining all plumbing, electrical, HVAC, appliance, carpentry, and painting needs at the community, providing training to other team members as needed.
- Implement and manage a scheduled maintenance program.
 - Monitor the maintenance and up-keep of all mechanical equipment on the community including water heaters, HVAC units, elevator systems and centralized boiler systems.
- Create and maintain a make-ready schedule.
 - You'll monitor apartment vacancies daily and initiate the turnover process with painting, cleaning and repairing.

DESIRED QUALIFICATIONS:

- 5+ years of hands-on general maintenance experience
- 3+ years of Supervisory experience
- Adaptability, multi-tasking and sound decision making abilities are required and essential to the success of this role
- Availability to work a flexible schedule, including weekends and rotating on-call responsibility for after-hours emergencies
- Reliable and consistent form of daily transportation to and from work, including after hours for emergencies
- Computer proficiency and frequent daily use of / proficiency with a Smartphone with updated software
- HVAC experience and EPA Certification (Type I & II or Universal), if applicable for region/community

- Trade school and/or military training or industry designation (CAMT or CAMT II)
- High school diploma or equivalent

BENEFITS:

Benefits include health, vision, and dental insurance, STD, LTD, and Life insurances, paid vacation, sick leave, holidays, transportation stipend and a 403b matched contribution retirement plan.

BACKGROUND CHECK AND DRUG SCREENINGS:

Finalist(s) for this position will be subject to a drug screening and will be required to consent to a pre-employment background check as a condition of employment.

Drug test results do not automatically preclude you from being considered for employment. We recognize that each candidate's circumstances may differ, and we evaluate all aspects of your application and qualifications before making a final decision.

REFERENCES:

Please be prepared to provide 3 professional references if you are selected for this role.

HYBRID WORK MODEL:

Three-day, onsite hybrid work schedule required; agreed upon schedule with manager.

TO APPLY:

Visit <https://ats.rippling.com/jubilee-housing/jobs>.

Jubilee Housing is an Equal Opportunity Employer