



Job Title: Maintenance Director

Location: Sunapee Cove Assisted Living 1250 Rt. 11 Sunapee NH 03782

Hours: Full Time

Job Summary:

Under the general direction and supervision of the Executive Director, along with support and guidance from the Regional Director of Facilities, the Maintenance Director will be responsible for the planning, organization and supervision of all aspects of the physical plant in accordance with corporate policy and procedures as well as governing local and state agencies.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Diagnose and repair problems in such areas as HVAC, electrical, lighting, plumbing, major appliances, carpentry, emergency systems, flooring, hardware accessories, masonry, painting/wallpaper, water features and waste management systems.
- Establish and maintain a preventive maintenance schedule and sufficient maintenance supplies, including a daily walk-through of the building and grounds.
- Replace burned out light bulbs, paying particular attention to exit lights, overhead lights, and room call lights.
- Complete assigned service requests and repairs consistent with company operating and equipment/supply standards and in a safe and timely manner.
- Perform turn-key work as required to ensure vacant apartment homes are rent ready in a timely manner.
- Maintain customer service standards. Respond to resident requests and work with residents to minimize/resolve problems and complaints. Follow-through to ensure issue is resolved.
- Apply all applicable HallKeen Assisted Living Communities' Policies and Procedures such as, but not limited to, company operating and safety standards. Promote safe work practices among on-site staff.
- Ensure compliance with all federal, state and local laws, specifically Fair Housing regulations, building codes and environmental laws and regulations, OSHA (if applicable) and REAC.
- Assist with organizing and prioritizing service requests, general maintenance, and preventive maintenance tasks, including development of appropriate tools, forms and systems to do so.
- Execute required drills for fire safety, disaster and elopement; be knowledgeable of all related policies and maintain records in compliance with all applicable current regulations and standards.
- Supervise the work of other department associates and as assigned including outside contractors.
- Be available for off-duty, on-call response to building and general community events of urgent or emergency nature.
- Responsible for all weather related issues.
- Be familiar with Residents Rights in Assisted Living as protected by the as protected by the State of New Hampshire.
- Be familiar with related or applicable Assisted Living Regulations.
- Perform other duties as requested and assigned.

Minimum Qualifications:

- High School diploma or equivalent (GED) preferred.
- Valid driver's license.
- 1 year experience in property management maintenance.
- Able to read and write in English as demonstrated by clear and concise written and verbal communications; the ability to read maintenance tickets and to read and understand labels on containers of maintenance related chemical, supplies and materials.
- Able to perform basic arithmetic skills such as measurement, addition, subtraction, multiplication and division in order to do basic calculations and analysis such as estimating, determining averages and percentages, and totals.
- Able to occasionally operate general office equipment such as, but not limited to, personal computer, telephone, photocopying machine, facsimile machine and postage machine.
- Able to frequently use general maintenance tools, supplies and equipment such as, but not limited to, hand tools, pressure washers, blowers, paint equipment, pool chemicals, ice removal equipment, ladders, landscaping equipment, sanders and safety equipment.
- Able to frequently handle and use chemicals and general cleaning supplies.
- Must possess basic hand tools necessary for performing maintenance related duties

Required Behavior:

- Able to demonstrate a high level of service delivery
- Able to do what is necessary to ensure customer satisfaction
- Able to deal with service failures and prioritize customer needs and ongoing projects and tasks
- Able to clearly present information through the spoken and written word; to read and interpret complex information, to talk with residents, family members, customers and vendors, and to listen well.
- Able to communicate with others in a warm, respectful and helpful manner while simultaneously building credibility and rapport, particularly when one may periodically be under stressful conditions.
- Able to work cooperatively with a group of people to achieve goals and objectives and to amicably resolve matters of personal or mutual concern by following and utilizing applicable company policies.
- Able to be tactful; maintains confidences, and fosters an ethical work environment; prevents inappropriate behavior by coworkers; gives proper credit to others; handles all situations honestly.
- Able to keep an open mind and change opinions on the basis of new information; performs a variety tasks and changes focus quickly as demands change; manages transitions effectively from task to task; adapts to varying customer needs.
- Ability to be on-call as required by work schedule.
- Able to multi-task competing priorities and perform in fast paced working environment.
- Performs duties with a sense of urgency and with a high level of accuracy.
- Maintains resident CONFIDENTIALITY to assure resident rights are protected.

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand for long periods of time.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

If you are interested in applying or know someone to refer for the position please e-mail resume to Donna Pavlin at dpavlin@HallKeen.com