



POSITION: Apartment Maintenance Supervisor (for multiple apartment complexes in Norwalk, CT)

ORGANIZATION: Workforce Partners owns and manages apartment buildings and hotels in Fairfield County, CT.

DESCRIPTION: We are growing rapidly and are seeking a highly motivated, hard-working Apartment Maintenance Supervisor to join a small, entrepreneurial team. This is a full-time position that requires very good attention to detail and commitment to our residents that will appreciate your attention to detail on a daily basis.

Our new Apartment Maintenance Supervisor will be responsible for repairs & maintenance of occupied units and their common areas as well as turning over apartments in between residents. Repairs include minor plumbing, HVAC, electrical, carpentry and appliances, before initiating and then coordinating service requests with an existing team of vendors and contractors. Ensuring the properties' curb appeal through exterior inspections and supervising porters, supers, etc.

This is a great opportunity to lead an internal Apartment Maintenance Team in a fast-paced environment where collaboration, problem-solving, efficiency and effectiveness are highly valued. Workforce Partners also appreciates increased skills and would be pleased to sponsor on-the-job training and the pursuit of technical certifications consistent with this Apartment Maintenance Supervisor position.

CORE RESPONSIBILITIES:

- Light trade:
 - First responder to assess, troubleshoot and make minor repairs before initiating and coordinating service requests with a team of contractors as required
 - Light tradework (in all cases where no license or certification is required unless you possess or achieve) involving electrical, plumbing, HVAC, appliances, extermination, carpet and pad repair/replacement, painting, drywall and general carpentry
 - Also repair/replace locks, smoke alarms, windows and window screens, change filters, etc.
 - Respond to no heat calls and other after hour emergencies
- Service requests (when contractors need to be called in):
 - Create service requests or direct tenants to create service requests in property management system (PMS)
 - Assign vendor to work, schedule service request (coordinate with PM/tenant)
 - Communicate any delays in completing a service request with supervisor and within PMS
 - Confirm work completion, close service request and send resident maintenance survey
 - Maintain accurate records for preventative maintenance, building mechanicals, service requests and apartment make-ready status
- Unit Turns:
 - Perform unit move-out walkthrough and mark condition/damage on unit inspection checklist; take pictures and submit into PMS
 - Clear out units upon vacancy
 - Schedule vendors to complete turn items
 - If parts not on hand, order parts needed to complete turn
 - Perform turnover items
 - Communicate with Property Manager/leasing to complete move-in turn inspection

- Cleaning:
 - Walk grounds of all properties daily and ensure proper aesthetics, no debris, etc.
 - Ensure areas around dumpsters are clean
 - Ensure common area hallways/stairwells/amenity areas (laundry rooms, dog runs) are clean
 - Monitor and help manage landscaping and snow removal contractors
- Site Management:
 - Serve as eyes and ears on site, ensure vendors show up during specified windows to complete work and answer any questions or grant access into appropriate areas
 - Schedule and perform or coordinate preventative maintenance for the existing HVAC, plumbing, etc. infrastructure across all properties
 - Coordinate with vendors if schedules change and/or reschedule
 - Inspect vendor work and make sure completed correctly and no damage was done to property while vendor was onsite
 - If tenants stop you to talk, take tenant input (creating service requests when necessary), schedule vendors or relay information to Property Manager
- Laundry Room:
 - Monthly collect coins from coin-op laundry rooms
 - Coordinate with laundry vendors to fix/maintain equipment

ESSENTIAL SKILLS AND CHARACTERISTICS

- Hard worker with strong integrity
- Team player that communicates proactively and often
- Capable of supervising the cleanliness and aesthetics of interior common areas and external walkways/grounds
- Basic knowledge of electrical, plumbing, HVAC, appliances, extermination, floor coverings, painting, drywall and carpentry, but in all cases where no license or certification is required unless in place (a plus) or obtained (encouraged including with financial support)
- Familiarity with preventative maintenance best practices (HVAC, plumbing, laundry, etc.)
- Existing working relationships with local utility company technicians would be a plus
- Basic computer knowledge and an interest in learning new technologies, particularly software apps (e.g., PMS) accessed on mobile devices
- Desire to learn new technical skills from experienced tradespeople
- Strong time management and organizational skills
- Customer service first attitude
- Availability for night/weekend on call duty
- Must have personal, reliable transportation along with valid driver's license
- Previous apartment or comparable residential maintenance technician experience preferred

OTHER INFORMATION

Compensation dependent upon experience but includes **base salary** and **bonus potential**. Additionally, sponsorship of **on-the-job training** and the pursuit of **technical certifications** consistent with the responsibilities listed above is also available for this position and may lead to additional responsibilities and compensation growth.

Workforce Partners will be providing the requisite tools and supplies required for this position, and will either reimburse for your service truck used on the job (gas/maintenance/insurance) or will provide a service truck for your use.

Please email hr@wpsre.com with resume and cover letter. **No calls, please.**

As a condition of employment, candidate must successfully complete a background investigation and a post-offer/pre-employment drug & alcohol screening test.