



POSITION DESCRIPTION

POSITION TITLE: Maintenance Manager

DEPARTMENT: Maintenance / Facility Management

CLASSIFICATION: Non-exempt

REPORTING RELATIONSHIPS

POSITION REPORTS TO: CEO / President

POSTIONS SUPERVISED: None

POSITION PURPOSE

Orients, trains, and supervises maintenance volunteers and community service workers. Provides and models timely and courteous internal and external customer service at all times. Recognizes and provides guidance and conflict resolution for department. Over-sees and assures custodial, corrective, preventative, and emergency maintenance and repair of KHS building(s), and equipment. Set short-term and long-term goals to assure the continued growth and improvement of the KHS Maintenance Department.

ESSENTIAL FUNCTIONS

Custodial Maintenance: Perform and oversee maintenance staff, volunteers and community service workers to complete routine seasonal maintenance tasks including snow/ice removal, keep grounds and public area neat and free of debris. Maintain animal food, and clean incinerator. Participate in set up and take down for special events as requested. Filter changes 120 inside each month, 120 RTU filters every 2 months.

Participate in the budget process by researching, predicting, and justifying anticipated routine maintenance expenses.

Measures of Accomplishments:

- Enhanced appearance of the facility
- Internal inspection score
- Increased safety

Corrective Maintenance: Prioritize and respond to work order requests making any necessary repairs in a timely manner. Perform maintenance tasks to repair or restore building/equipment. Maintain work order log of both preventative and corrective maintenance tasks and review quarterly to determine the overall effectiveness of the Maintenance program.



Measures of Accomplishments:

Number of issues noted by KAHD inspector
Duration of equipment breakdown
Enhance appearance of facility
Internal Inspection score
Under/over budget

Preventative Maintenance: Develop and implement preventative maintenance schedules for KHS buildings, parking lots, fences, equipment, and vehicles. Orient and train staff, volunteers, and community service workers to perform preventative maintenance duties. Assure that outsourced tasks are scheduled and completed in a timely and accurate manner. Monthly safety walk through and report. Maintain pressure washer system. Work with exterminator to maintain a pest-free facility. Develop and maintain current Maintenance Manual defining specifics of all aspects of the operations of the maintenance department, facility, and equipment. Participate in the budget process by researching, predicting, and justifying anticipated preventative maintenance expenses.

Measures of Accomplishment:

Decrease of equipment breakdown
Increased utilization of existing resources
Increased equipment life
Under/over budget

Emergency Maintenance: Take immediate action to respond immediately to maintenance issues that threaten the health or safety of staff, volunteers, public and others as well as the building itself. Respond to after hours emergency calls.

Measures of Accomplishment:

Safety and security of occupants and building
Responsiveness
Cooperation
Problem Solving

Resource Management: Utilizes both staff and monetary resources effectively. Prioritize to accomplish task(s) that are most critical to the flow of the shelter and to successful outcomes for the animals we serve. Set both short-term and long-range goals to assure the smooth operation of KHS equipment and facility.

Measures of Accomplishment:

Under/over budget
Increased staff participation and retention

Planning: Anticipates needs for the Maintenance Department. Assist Director of Shelter Operations with achieving departmental goals and the budget process to assure continued growth and development of the agency.



Measures of Accomplishment:

Enhanced appearance of the agency
Increase utilization of existing resources
Under/over budget

Customer Service: Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances. Must remain calm, flexible, and willing to see other perspectives. Provide recognition and support to both staff and volunteers for their individual contributions to our agency. Assure that every individual who enters our agency is recognized and treated as a potential donor.

Measures of Accomplishment:

Feedback from others (customers, vendors, co-workers, volunteers)
Responsiveness
Cooperation
Problem Solving

Problem Solving: Identify, define, and utilize flexible, open-minded team based problem solving. Analyze complex, ambiguous problems, identifying potential causes and workable solutions. Remains open to new ideas and considers all workable solutions. Considers all available information, including future needs.

Measures of Accomplishment:

Feedback from others (customers, vendors, co-workers, volunteers)
Responsiveness
Cooperation
Problems Solving

Staff, Volunteer, and Community Service Leadership: Supervises Maintenance volunteers and community service workers to carry out their daily duties within the agency. Coaches staff by providing regular, ongoing feedback and timely performance evaluations. Assures that staff are coached to a level necessary to achieve the mission and goals of KHS. Develops annual goals for department staff that include specific responsibilities, timelines, and accountabilities. Provides guidance, direction, and resolutions for departmental or staff issues. Reviews and makes on-going recommendations on training plans for staff to assure and oversee continuous development/improvement of staff.

Measures of Accomplishment:

Appropriateness of coaching, review, and training of new staff
Timely reviews
Feedback
Staff retention

Safety: Comply with KHS Safety policies and procedures in order to maintain a healthy and safe environment.



QUALIFICATIONS

EDUCATION/CERTIFICATION: High school diploma or equivalent. Must possess a current driver's license. Must be insurable by KHS automobile insurance company. Ability to fill out contracts with written information. Mechanical skills are a plus.

REQUIRED KNOWLEDGE: This is a working supervisory position that requires a high degree of customer service skills, flexibility, conflict resolution skills, and team building. Minimum of 3 years in a Maintenance related field with experience in the repair and preventative maintenance of building(s), building system(s), equipment, and grounds with attention to detail. Must have the ability to exercise good judgment and make independent decisions with limited supervision.

DESIRED KNOWLEDGE: Prior supervisory experience as well as a background in a customer service field. Should prefer and have the ability to cope with physically and emotionally demanding work.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- Working in extreme temperatures (heat & cold)
- Frequent Standing
- Frequent Walking
- Frequent Lifting (up to 70 lbs)
- Frequent Carrying (up to 70 lbs)
- Frequent Pushing (up to 70 lbs)
- Frequent Pulling (up to 70 lbs)
- Frequent Climbing, balancing, stooping, kneeling (on 1 or both knees), crouching, reaching overhead,
- Must be able to use both hands for repetitive actions; firm grasp, fine manipulation

WORKING CONDITIONS

May work in area with high noise level, occasional foul odors, and challenging customers.
Vision Requirements: depth perception and color vision.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Ability to deal with a variety of variables under only limited standardization.

MATHEMATICS ABILITY: Ability to add, subtract, multiply and divide in all units of measure using whole numbers and common fractions.



LANGUAGE ABILITY: Ability to read, analyze, and interpret documents. Ability to communicate clearly.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.