

# Maintenance Tech Manager

**Department: Maintenance**

**Reports to: Director of Maintenance**

**Location: Local Travel Required**

## Overview:

Are you a proactive leader with a passion for developing people, processes, and property? We're looking for a Maintenance Tech Manager to help lead our dynamic team of technicians and play a vital role in ensuring quality service, operational excellence, and a positive resident experience.

As a key member of the Maintenance Department, you'll be responsible for overseeing daily maintenance operations, supporting technician growth, managing vendor relationships, and ensuring timely, high-quality completion of work orders, turnovers, and larger projects. You'll also collaborate with leadership to continuously improve processes and drive team success.

## Key Responsibilities:

### Leadership & Team Development

- Foster strong relationships with vendors, residents, and team members to create a collaborative and productive work environment.
- Provide mentorship and on-the-job training for Field Inspectors and Maintenance Technicians.
- Conduct inspections of completed work to ensure top-quality results across work orders, turnovers, and special projects.
- Support technician development by ensuring timely completion of assigned training (SkillCat, Grace Hill) and recommending additional training based on team needs.
- Work closely with the Director of Maintenance to develop and enhance departmental policies and procedures.
- Lead and participate in regular team meetings including:
  - Daily morning huddles
  - Weekly 1:1s with technicians
  - Maintenance team meetings (L10 format)
  - Safety meetings and audits
- Maintain a strong focus on customer satisfaction, aiming for a 4.5+ resident rating in all occupied units.

## **Maintenance Operations Management**

### **Turnover & Work Order Operations**

- Coordinate with the Turnover Coordinator, Director of Maintenance, and Tech Team to ensure seamless transitions between move-outs and move-ins.
- Prepare and submit BIDs for remodel work as needed.
- Monitor and support daily work order completion by Techs.
- Complete or troubleshoot work orders as needed, targeting 5 billable hours per day.

### **Project Management**

- Submit BIDs and oversee execution of large-scale maintenance and renovation projects.
- Drive project success with a goal of 95% on-time completion and 90% bid accuracy.

### **Inventory & Resource Management**

- Maintain daily updates of inventory in/out of company stock.
- Conduct and oversee weekly vehicle inventory audits and cleanouts.
- Provide weekly inventory needs to the Director of Maintenance based on team feedback and audit findings.

## **Qualifications & Skills:**

### **Core Skills**

- Strong leadership and team coaching ability
- Excellent problem-solving and critical-thinking skills
- High attention to detail and follow-through
- Ability to manage multiple priorities and deadlines
- Strong verbal and written communication
- Customer service mindset with a proactive approach
- Tech-savvy with basic computer skills

### **Experience & Education**

- Minimum 2 years of hands-on maintenance experience
- Minimum 2 years managing a team of 4 or more
- High School Diploma or GED required

**Additional Requirements:**

- Local travel required
- Valid driver's license, reliable vehicle, and appropriate insurance
- Ability to lift up to 50 lbs
- Familiarity with applicable local laws and regulations
- Must pass a criminal background check

**Note:**

This job description serves as a general guide. Duties and responsibilities may be updated or adjusted by the supervisor based on business needs.