

POSITION TITLE: Vice President of Maintenance

DEPARTMENT: Maintenance

STATUS: Exempt

POSITION SUMMARY:

The Vice President of Maintenance (VP) plans, administers, and implements a comprehensive program of corrective and preventative maintenance for all WHA properties, consisting of approximately 3,000 units. The VP supervises a staff of approximately 90 maintenance technicians, trades, and support personnel in the daily operations of the Maintenance Department.

ESSENTIAL FUNCTIONS:

1. Prepares and oversees a multi-million dollar maintenance budget, including supporting documents and supplemental requests for both operating and extraordinary maintenance in coordination with the Chief Facilities Management Officer and the Chief Executive Officer.
2. Reviews and analyzes department data, including financial, productivity-related, performance, and work-order data and metric relating to maintenance programs and operations regularly.
3. Determines needs and priorities for all major improvement to WHA properties.
4. Establishes and maintains preventative maintenance procedures and a schedule for preventative maintenance work.
5. Ensures compliance with all federal, state, and local laws, building codes, and environmental regulations, as well as HUD, DHCD, and REAC regulations and codes.
6. Establishes a safe environment for all residents, visitors, and staff, and that all maintenance activities are completed in compliance with state, federal and WHA safety requirements.
7. Maintains exceptional customer service standards by responding to escalated resident requests and by working with residents and other department heads to minimize/resolve problems and complaints completely and thoroughly.
8. Conducts periodic reviews of ongoing maintenance operations and practices to determine need for improvements in work procedures, practices, or processes to increase efficiency, productivity, and resident satisfaction.
9. Performs regular spot inspections of buildings and grounds to observe work in progress and quality of completed work, and to personally assess maintenance and construction needs.
10. Reviews specifications and plans for all new development and modernization projects, in collaboration with the Vice President of Modernization, assessing potential for problems and proposing solutions.
11. Acts as the contracting officer on all Maintenance Department contracts.
12. Works with architects, engineers, and contractors to develop plans for renovations to buildings in connection with maintenance department projects; monitors work, approves bills, settles disputes, and approves or disapproves changes in scope of work.
13. Communicates with Board of Health, city officials, and/or other agencies to report on job progress or resolve maintenance-related problems or concerns.
14. Participates in interviewing, hiring, evaluating, disciplining, training, supervising, and terminating Maintenance Department staff; may also supervise the work of other WHA staff or outside contractors.

15. Conducts regularly scheduled meetings with Maintenance and Trades Supervisors to evaluate workloads, work progress, training needs, personnel issues and department goals.
16. Works with WHA team on union contract negotiations and represents the WHA in negotiations with bargaining units and employee grievances.
17. Creates training plans to ensure that all staff are adequately trained on operating procedures, are properly equipped with necessary maintenance and safety supplies, and are motivated to complete work in a timely, safe, and cost-effective manner.
18. Provides guidance to Maintenance and Trades Supervisors in organizing and prioritizing work orders and general maintenance tasks.
19. Creates, modifies, and executes snow removal plans.
20. Attends tenant meetings, board meetings, and other meetings as requested regarding Maintenance Department operations.
21. Oversees the scheduling and coordination of fleet vehicle maintenance and assists with the assessment and maintenance of all WHA maintenance vehicles and equipment.
22. Is available on call for all emergencies.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Four (4) year college degree preferred.
2. Five (5) years direct staff supervisory experience, including three (3) years supervising maintenance and trades staff, as well as unionized staff (preferred).
3. Valid Massachusetts Construction Supervisor's License (preferred).
4. Valid, insurable driver's license.
5. Extensive knowledge of building maintenance practices, and codes, as well as equipment, tools, supplies, and materials used in the construction, maintenance, and repair of buildings.
6. Project management experience, including the ability to plan, supervise, and coordinate maintenance programs.
7. Proven ability to plan, monitor, and maintain budgets.
8. Ability to review, analyze, and translate financial data.
9. Knowledge of risk control and safety issues and practices.
10. Strong interpersonal and supervisory skills.
11. Strong organizational skills – ability to multi-task.
12. Ability to make oral presentations before large groups.
13. Ability to be relied upon to be available for work.