

**Job Title**

Service Manager

Reports To

Property Manager

Job Summary

The Service Manager is responsible for the physical upkeep of the community. He or she must maintain and operate all mechanical equipment excluding those specifically designated for contract repair and service. The Service Manager must supervise all maintenance employees and he or she is under the direction of the Property Manager.

Essential Duties and Responsibilities: include the following:

- Train and be responsible for work performed by all staff members under his or her direction.
- Establish schedules and assign personnel routine maintenance tasks.
- Make certain that the community has maintenance coverage at all times in case of emergencies or emergency work requests. Able to be on emergency “on call” status to respond to emergency work orders.
- Perform all duties with the highest consideration for safety, and train and be responsible for all staff members to do so as well.
- Conduct monthly safety meetings with staff and document topics discussed Emphasize safety with all new employees.
- Continually inspect buildings, grounds and common areas to identify needed preventative maintenance, to ensure that the buildings and common areas are clean, grounds are being properly maintained and to identify current and potential safety hazards.
- Maintain a clean, safe, and well organized shop and equipment storage area in compliance with all OSHA regulations, i.e., maintain Hazard Communication Program, MSDS, State and Federal posters and posting OSHA summary forms.
- Perform necessary maintenance and repairs in apartments with work orders.
- Strive to see that all work orders are completed within 24 hours.
- Turn vacant apartments into units ready for occupancy following Drucker & Falk, LLC guidelines.
- Schedule contractors for maintenance related work. Secure bids and proposals as directed.
- Use contract labor whenever it becomes cost effective, following approval by the Property Manager or Regional Property Manager.
- Strictly follow established budgetary guidelines.
- Follow all Drucker & Falk, LLC purchasing directives and procedures.
- Maintain operating manuals, warranty records and other materials pertaining to general inventory and parts replacement and availability.
- Keep abreast of developments in the field, including new products and new and less expensive ways of making repairs
- Always maintain the highest standards of resident relations.
- Complete and return Monthly Preventative Maintenance Sheets.
- Monitor all O & M Programs (i.e., Asbestos, Lead Based Paint and Mold & Fungi) in place on the community to ensure that all O & M Specialists, Consultants, Contractors and/or on the community to ensure that all O & M Specialists, Consultants, Contractors and/or employees are notified of the presence of these substances when work to be performed may involve the disturbance of these substances and that all such work is performed following the established O & M procedures for that property.

- The Service Manager is also responsible for maintaining all record keeping and reports relating to these O&M programs to ensure that the property is in full compliance
- Plans, schedules, supervise, and participate in preventive maintenance and repair of institutional traction and hydraulic elevators, lifts, and dumb waiters.
- Responsible for the safe and reliable operation of all university elevators, lifts, and dumbwaiters
- Reads and interprets elevator circuit diagrams to assist in diagnosing equipment malfunctions.
- Performs maintenance and repair of all solid state and electromechanical control systems.
- Diagnoses elevator problems and recommends and initiates necessary repairs.
- Must be accurate in all phases of technical work.
- Must possess the ability to maintain and operate city high pressure steam system.
- Knowledge and ability to maintain fire alarm/security panel systems for mixed use properties.
- Proficient in all aspects of plumbing (i.e. quest piping, cpvc, pvc, cast iron, brass, copper).
- Natural Gas Certified.
- Carpentry skills required.
- Maintain and operate sprinkler systems.
- Maintain and operate trash chutes and large trash compactors.
- Ability to read blue prints in order to find main lines, cut offs, valves etc.
- Performs other duties as assigned.

Supervisory Responsibilities

Manages 0-8 employees; in the Maintenance department. Responsible for the overall direction, coordination, and evaluation of these employees. Carry's out supervisory responsibilities in accordance with the organization's policies and applicable laws.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is frequently exposed to toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; extreme cold; extreme heat and vibration. The noise level in the work environment is usually moderate.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

Current driver's license, CFC Certificate (Where Needed)

Other Skills and Abilities

HVAC, Plumbing, Carpentry, Electrical skills, Pool certification (if required)

Other Qualifications

Knowledge of OSHA regulations, MSDS standards

Benefits: Competitive Benefits to include Health, Dental, Life, 401K, Employees Assistant Program, Long Term Disability, Vacation and Sick Leave.

EOE

Please send resumes with salary requirements to: opportunity@druckerandfalk.com

Drug Free Workplace