

# HOUSING AUTHORITY OF THE COUNTY OF CHESTER



30 West Barnard Street, Suite 2  
West Chester, PA 19382  
Phone 610-436-9200 \* Fax 610-436-9203  
www.haccnet.org

**HACC Position:** Regional Maintenance Manager

**Reports to:** Executive Director

**Employment Status:** Full-Time

**Salary Range:** \$60,000-\$75,000

Housing Authority of the  
County of Chester

*“On the Road to Excellence”*

Public Housing  
Housing Choice Vouchers  
Family Self Sufficiency  
Homeownership

Board of Commissioners

Patrick Bokovitz, Chair  
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Donnell Sheppard, Secretary

Solicitor: Vincent T. Donohue  
Lamb McErlane, P.C.

Executive Director  
Paul Diggs

## Summary

The Regional Maintenance Manager works with the team of Maintenance staff at each of the properties to ensure the maintenance responsibilities are being executed to the proper standards at all properties. This position requires travel to each Public Housing property to ensure the Maintenance Staff is meeting expectations at their respective properties while also performing maintenance tasks as needed to ensure deadlines and quality standards are achieved. In addition, the Regional Maintenance Manager works with the Executive Director on process improvements and communication among the teams.

This position reports to the Executive Director who oversees operations.

All activities must support the Housing Authority of the County of Chester (“HACC” or “the Authority”) mission, strategic goals, and objectives.

## Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Oversees the implementation and continuity of maintenance policies and procedures in conjunction with the Director of Public Housing and Property Managers.
- Responsible for ensuring that Maintenance Budgets are met in conjunction with Director of Public Housing and Property Managers. This includes negotiating and monitoring pricing with vendors when requested.
- Ensures timely completion of service requests in compliance with policies and procedures. Additionally, partners with the Director of Public Housing and the Executive Director to address any under-performing behavior that is not in compliance with Service Standards.
- Ensures that apartment turns are completed per policy.
- Responsible for ensuring compliance with inspection policies and procedures.
- Ensures that Maintenance Staff at the properties understand property inventory control to optimize cash flow and ensure availability of repair parts and supplies.
- Participate in the interview, selection, and training process for new maintenance staff.

- Responsible as a “first responder” to coordinate the activities following a casualty event such as fire, flood, storms, and other major events. Partners with Director of Public Housing and the Executive Director to manage the immediate repairs and ongoing repair work following such events.
- Establish the schedule of maintenance activity with the concurrence with the Director of Public Housing.
- Coordinate the on-call rotation with Maintenance Staff in conjunction with the Director of Public Housing; participate in on call when needed.
- Coordinate and direct the activities of all contractors to ensure timely and cost-effective completion of projects.
- Prepare annual community audits to assess the physical condition of buildings, grounds, and equipment. Estimate expenditures involved, determine implementation time frame, and set the priority of each project.
- Ensure a safe working environment through effective safety training, safety inspections, and follow-up on housekeeping performance.
- Maintain positive and responsive relationships with government and safety related officials and inspectors.
- Knowledge and understanding of HUD-REAC standards. Ability to advise maintenance and property management staff on HUD-REAC compliance requirements.
- Knowledge of the County of Chester’s health, safety and building codes. Ability to provide recommendations to ensure HACC compliance with local and state building standards.
- Ability to address mold/mildew issues and forward recommendations to staff for abatement.
- Perform related responsibilities as required or assigned.

### **Behavioral Competencies**

*This position requires the individual to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Agency. Uses appropriate judgement & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing.

Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

### **Job Competencies**

- Knowledge of federal, state, and local laws, rules, and regulations; as well as HACC policies and procedures pertaining to housing programs with in-depth understanding of the Grievance Process and Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.
- Knowledge of the operation of the Authority's computer system and applicable software.
- Ability to use computers for Word processing and spreadsheet applications.
- Effectively schedule appointments and prioritize multiple tasks as required.
- Customer service and resident relation skills.
- Ability to prepare clear, concise reports and to ensure compliant documentation of files.
- Ability to use basic office equipment such as telephone, fax, copier, and computer.
- Strong communication skills, both in writing and orally, in a clear and concise manner.
- Ability to perform program-required computations with accuracy.
- Ability to maintain composure and successfully handle difficult situations, while interpreting questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients/customers, coworkers, supervisors, subordinates, and the public.

### **Education and/or Experience**

- High school diploma, GED, or vocational school equivalent required.
- A minimum of three (3) years as a maintenance supervisor or equivalent role.
- Ability to work weekends if needed for emergencies.
- Ability to do back-up on call rotation as needed.
- General knowledge of electric, plumbing, HVAC and building systems.
- Must possess a valid driver's license and be insurable under the Authority's plan.
- Must obtain mold certification in accordance with industry standards.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching, stooping/crouching, and handling/grasping; operating computers and other office equipment; driving, moving about the properties; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 50 pounds.

**EEO Statement**

The Housing Authority of the County of Chester ensures Equal Employment Opportunities for employees as required by federal and state orders and laws. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential tasks. This job description is intended to accurately reflect the position activities and requirements. However, management reserves the right to modify, add, or remove duties and assign other duties as necessary. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position.

**Read and Acknowledged**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Employee Name (printed)**

\_\_\_\_\_  
**Date**