

MaxHousing
Position Description

Job Title:	<u>Facilities Supervisor</u>	FLSA:	<u>Non-Exempt/Full-Time</u>
Primary Report to:	<u>Facilities Director</u>	Date Prepared:	<u>12/30/2025</u>
Department:	<u>Facilities</u>	Approved By:	<u>President</u>

SUMMARY

The Facilities Supervisor is a people-centered leadership role responsible for coordinating maintenance operations across MaxHousing's five accessible Vistas Apartment Communities. The position emphasizes supervision, planning, communication, and accountability, supported by a practical working knowledge of building systems and maintenance operations.

The Facilities Supervisor ensures that maintenance work is prioritized, the right staff or vendors are engaged, and work is completed safely, efficiently, and in compliance with industry standards and agency policies. The role maintains a visible on-site presence, and an informed understanding of day-to-day facilities operations, while focusing primarily on leadership, coordination, and problem-solving.

The Facilities Supervisor works closely with the Facilities Director, Lead Facilities Technician, the Maintenance Technician, and on-site Facilities Technicians to support staff performance, coordinate maintenance activity, and ensure MaxHousing's apartment communities remain safe, functional, and fully accessible.

ESSENTIAL RESPONSIBILITIES

Supervision & Personnel Management

- Supervise and support maintenance staff, including the Lead Facilities Technician, the Maintenance Technician, and on-site Facilities Technicians.
- Assign work, provide direction, and ensure follow-through on maintenance priorities.
- Assist with training and skill development.
- Foster a professional, respectful, and safety-focused work environment.
- Conduct performance evaluations and corrective actions as needed.
- Lead and/or attend Facilities Team meetings.

Scheduling & Coordination

- Assist with staff scheduling to ensure each site is adequately supported and compliant with agency standards.
- Manage daily, weekly, and longer-term maintenance schedules across all properties.
- Prioritize work based on urgency, resident impact, and safety considerations.
- Coordinate maintenance activities with property management, administrative staff, and vendors.

Administrative & Compliance Responsibilities

- Review and track work orders, maintenance logs, inspections, and preventive maintenance records.
- Assist with vendor invoice approval.
- Review weekly facilities work reports.

- Support quality control to ensure work is done to MaxHousing standards.
- Manage and coordinate inventory control, tracking, and organization of facilities and maintenance supplies.
- Ensure maintenance operations align with industry standards and agency policies.
- Participate in inspections (HUD, internal, insurance, or safety-related) and assist with follow-up actions.
- Assist with the development and refinement of facilities-related policies and procedures.
- Assist with vendor and contractor coordination.

Maintenance & Technical Oversight

- Support and coordinate emergency maintenance response, including after-hours situations as needed.
- Oversee and reinforce adherence to preventive maintenance programs, ensuring required tasks are completed and documented.
- Serve as a resource for troubleshooting, planning, and problem-solving.
- Provide hands-on guidance and support for maintenance issues.

Communication & Collaboration

- Serve as a key point of communication between facilities staff, administration, and leadership.
- Communicate expectations clearly and consistently to maintenance staff.
- Collaborate with leadership on facilities planning, capital needs, and operational improvements.
- Support a resident-centered approach that is respectful, responsive, and accessibility-focused.

Other duties as assigned.

QUALIFICATIONS

Required Qualifications

- Demonstrated ability to supervise, coordinate, and support maintenance staff.
- Strong interpersonal and communication skills, with the ability to lead and support a team.
- Strong administrative proficiency, including scheduling, recordkeeping, and communication, paired with excellent organizational, prioritization, and problem-solving skills.
- A solid understanding of common computer systems such as work-order systems, email, and Microsoft Office.
- Practical working knowledge of maintenance and facilities operations.
- Strong working knowledge of building systems, safety practices, and maintenance best practices.
- Ability to travel between multiple properties.
- Valid driver's license and reliable transportation.

Preferred Qualifications

- Experience with accessibility and/or affordable housing.
- Significant experience in property management, especially residential.
- Technical certifications or trade-related credentials.

COMPENSATION & BENEFITS

At MaxHousing, we offer one of the most competitive nonprofit benefits packages in Northeast Ohio:

- Fully paid medical insurance for employees
- 5% employer retirement contribution

- Hourly Rate: \$28.85/hour - \$31.73 hour (\$60,000-\$66,000 year)
- Mileage reimbursement for travel between properties per company policy
- Generous paid time off
- A supportive, mission-driven workplace where your work makes a meaningful impact

WORK ENVIRONMENT, TRAVEL, & SCHEDULE

- Combination of office-based administrative work and on-site facilities oversight
- Regular travel between properties
- Ability to respond to emergencies or urgent maintenance issues as needed

MaxHousing is an equal opportunity employer and is committed to creating an inclusive workplace. We encourage qualified individuals of all abilities to apply and will provide reasonable accommodation throughout the hiring process and employment as required by law.